

**SHELTER AGREEMENT**

THIS AGREEMENT is made and entered into the 1st day of July, 2026 (the “Effective Date”), by and between **HILL’S PET NUTRITION SALES, INC.**, a Delaware corporation with its principal place of business located at 6180 Sprint Parkway, Overland Park, KS 66211 (“Hill’s”), and GUILFORD COUNTY, on behalf of GUILFORD COUNTY ANIMAL SERVICES, with its principal place of business located at 980 Guilford College Road, Greensboro, NC 27409-9194 (“Shelter”).

WHEREAS, Hill’s and the Shelter desire to enter into an arrangement whereby Hill’s provides and/or makes available select Hill’s brand pet food, under specified terms set forth in **Appendix B** (hereafter “Shelter Food”), for the express and limited purpose of feeding cats and dogs in the care of the shelter, including cats and dogs in the Shelter’s foster programs that are not yet adopted (hereafter “Pets”), in exchange for the Shelter:

- (i) exclusively feeding Hill’s brand pet food to Pets; and
- (ii) actively displaying and communicating Hill’s Food, Shelter & Love partnership, as specified herein, in the course of Shelter’s public communications and Pet adoption activities.

NOW, THEREFORE, in consideration of the mutual agreements, covenants, and provisions contained herein, the parties agree as follows:

1. **Hill’s Obligations.** Hill’s covenants and agrees to the following obligations.
  - (a) Hill’s agrees to provide and/or make available Shelter Food to the Shelter under terms as specified in Section 4 and **Appendices A and B**, subject to the following:
    - (i) The type of Shelter Food provided and/or made available by Hill’s to the Shelter is set forth in **Appendix B**. Hill’s reserves the right to substitute or designate the type of products provided as noted in **Appendix B**.
    - (ii) All pricing is subject to change with 30 days written notice.
    - (iii) Hill’s may take any legally permissible action that, in Hill’s discretion, is necessary to prevent or stop the unauthorized resale or distribution of any Hill’s pet foods ordered through the shelter’s Hill’s Food, Shelter & Love account.
  - (b) Hill’s agrees to give Shelter access to Hill’s Shelter Partner Portal (the “Portal”), which enables Shelter to order Hill’s pet food, Adopter Kits, and shelter materials. It also enables Shelter to enter adoption reporting information, review Shelter’s contract, and access Hill’s logos and digital marketing materials specifically created for Hill’s Food, Shelter & Love partners.
  - (c) Hill’s agrees to give Shelter access to the Hill’s VIP Market feeding program for all paid shelter staff, if allowed by law.
  - (d) Hill’s, for the duration of the Agreement, grants Shelter a non-exclusive, limited, non-transferrable, revocable, non-royalty bearing license to use Hill’s trademarks, logos, and other intellectual property as may be required by Shelter to fulfill its promotional activities pursuant to Section 2, below.
2. **Shelter’s Obligations.** Shelter hereby covenants and agrees to the following obligations.
  - (a) Shelter agrees to maintain its credentials and standards of care for Pets at all times during this Agreement, including without limitation to the following:
    - (i) Maintaining in good standing its status as a 501(c)(3) not-for-profit organization or as a governmental entity, and notify Hill’s immediately of any actual or threatened revocation of that status;
    - (ii) Housing all Pets in a safe, caring, clean and socially enriched environment;

- (iii) Refraining from subjecting or exposing Pets to abusive or inhumane treatment;
  - (iv) Educating Pet adopters about caring for Pets; and
  - (v) Employing, or affiliating with, one or more veterinarians who can and do provide on-going healthcare for Pets.
- (b) Shelter agrees to purchase Hill's pet foods for the sole purpose of exclusively feeding to Shelter's Pets (as set forth in Section 4 and **Appendix A** of this Agreement). If there is a medical or other condition that would prohibit the use of Shelter Food or another Hill's brand pet food for a particular pet, the Shelter is not required to feed a Hill's brand pet food to that pet.
- (c) Shelter agrees to make good faith efforts to ensure that Shelter's employees and volunteers involved with the Pet adoption process are trained to educate Pet adopters about Hill's' brands and products (including through the use of adoption script in **Appendix D**, and other instruction materials provided by Hill's from time to time).
- (d) Shelter agrees to actively and exclusively display and communicate Hill's Food, Shelter & Love partnership in public facing areas, including without limitation the following:
- (i) Prominently displaying Hill's signage, posters, and other educational materials;
  - (ii) At time of adoption, communicate the Shelter's exclusive feeding of Hill's brand pet food to Shelter's Pets and provide each adopter with a free Hill's Adopter Kit as outlined in Appendix C.
    - Shelter shall order and maintain, at no cost to Shelter, a sufficient inventory of Adopter Kits needed to fulfill its obligations hereunder;
    - For the avoidance of doubt, Adopter Kits are to be provided to adopters at the time of adoption ONLY. One Adopter Kit shall be provided for each pet adopted;
    - Any other use (including without limitation, resale or unauthorized diversion) is strictly prohibited and will constitute a material breach of this Agreement;
  - (iii) Providing other communication assets to the public, as specified in **Appendix D** or, as may be designated by Hill's in writing from time to time; and
  - (iv) If the Shelter operates a website or has a website operated on its behalf, displaying the current Hill's Food, Shelter & Love program logo with an active link to Hillspet.com on the shelter's homepage or a designated sponsor page; and
  - (v) Not promoting, displaying, distributing, endorsing, or feeding any competitive brands and/or products of pet food, except that Shelter may redistribute other brands of donated pet food products so long as such redistribution does not constitute direct or implied endorsement of such donated products. (For example, redistribution of donated pet food through a pet food pantry.)
- (e) Shelter agrees to share Pet and Pet adopter information collected by Shelter during the course of the adoption process with Hill's under terms as specified in Appendix D. Shelter represents that all adopter information is collected and shared with Hill's in compliance with all applicable laws, including privacy and disclosure laws and Shelter's own privacy policy (if applicable).
- (f) Shelter agrees to provide Hill's with a right of first refusal for all pet food company sponsorship opportunities.
- (g) Shelter agrees to provide Hill's with a delivery address that is one of the following: (1) a physical shelter with a business sign and posted operating hours, (2) a veterinary clinic, or (3) a pet-related business.
- (h) Shelter agrees to order and replenish Hill's brand pet foods, Adopter Kits, materials, and signage through the Portal.

3. Term and Termination.

- (a) This Agreement shall become effective upon the Effective Date, and shall remain in effect for one (1) year (“Initial Term”) beginning July 1, 2026, through June 30, 2027. At the end of the Initial Term, the Agreement shall renew for two (2) successive terms of one (1) year each (each, a “Renewal Term”) with a written renewal signed by both parties, provided that either party may notify the other at least thirty (30) calendar days prior to the end of the Initial Term or any Renewal Term of its wish not to renew for a subsequent Term.
- (b) This Agreement may be terminated at any time:
  - (i) by either party, for any reason or no reason whatsoever, upon the delivery of thirty (30) calendar days’ written notice to the other party;
  - (ii) by either party, immediately upon written notice to the other party, if a party ceases doing business, becomes insolvent, makes a general assignment for the benefit of creditors, has a receiver appointed for its assets, or an order has been made for its “winding-up”; and
  - (iii) by Hill’s, immediately upon written notice to Shelter, if (A) Shelter loses and/or fails to maintain its status as a 501(c)(3) not-for-profit organization or governmental entity; (B) Shelter breaches its material obligations (including, but not limited to, nonpayment or any obligations under Section 2); or (C) Shelter’s account remains inactive for a minimum of three (3) months.
- (c) Upon the expiration or termination of this Agreement, Hill’s shall cease providing the discounts described in **Appendix B**, and the Shelter shall within thirty (30) days thereof pay any outstanding amounts owed to Hill’s. Additionally, upon Hill’s request, the Shelter shall return to Hill’s or make available for pick up by Hill’s or its designated agents, any Hill’s promotional materials which Hill’s had provided to the Shelter (including without limitation, any coupons, Adopter Kits, signage, posters, educational materials and display racks).

4. Sales and Payment Terms.

- (a) The Shelter is not financially committed by this Agreement to purchase any amount of goods. The financial exposure to the Shelter under this Agreement is not expected to exceed \$87,000.00. Payment will be made only from budgeted funds in accordance with NCGS Chapter 159. This Agreement is subject to annual appropriation of funds by the Guilford County Board of Commissioners or other funding source, pursuant to NCGS 153A-13.
- (b) Hill’s will invoice Shelter for pet food orders at list prices reflecting the discounted amount, as indicated in Appendix B. Upon receipt of invoice, Shelter shall remit payments to Hill’s
- (c) All list prices and/or discount amounts listed in **Appendix B** are subject to change upon thirty (30) days written notice.
- (d) Shelter agrees the pet food purchased utilizing the Shelter’s Food, Shelter & Love customer account is not purchased for resale and that such foods will not be re-sold or redistributed in any capacity.
- (e) Nothing in this Agreement shall prohibit Shelter from purchasing Hill’s products through Hill’s normal sales channels. In order to purchase products for resale, the shelter must apply for and obtain a “Retail” account through Hill’s. Products ordered through a “Retail” account may be resold or redistributed by the Shelter.

5. Confidentiality. The Shelter agrees that, to the extent permitted by law, it shall maintain in confidence and shall not disclose to any third party the terms of this Agreement without the prior written consent of Hill’s. Notwithstanding the foregoing, the parties acknowledge that the Shelter is a North Carolina local government entity and that this Agreement, and records relating to it, may be subject to disclosure under Chapter 132 of the North Carolina General Statutes.

6. Hill's Policies.

(a) **Third Party Code of Conduct.** Shelter represents and warrants that it is in compliance with Hill's Third Party Code of Conduct as of the Effective Date and shall remain in compliance throughout the term of this Agreement with such policy and any amendments to such policy in the form: (a) provided by Hill's to Shelter throughout the term of this Agreement or (b) updated throughout the term of this Agreement at <https://www.colgatepalmolive.com/en-us/who-we-are/governance/third-party-code-of-conduct>.

(b) **Anti-Bribery Policy.** Attached to this Agreement as **Appendix E** is a copy of Hill's Anti-Bribery Policy. Shelter represents and warrants that it is in compliance with Hill's Anti-Bribery Policy as of the Effective Date and shall remain in compliance throughout the term of this Agreement with such policy and any amendments to such policy in the form: (a) provided by Hill's to Shelter throughout the term of this Agreement or (b) updated throughout the term of this Agreement at <https://www.colgatepalmolive.com/en-us/core-values/our-policies/anti-bribery-policy>.

7. Audit. Upon reasonable notice and within the Shelter's normal business hours, Hill's shall have the right to audit and inspect the Shelter's facilities, books, documents, papers and records directly relating to Shelter's performance obligations under Sections 2 and 4, above.

8. Indemnification. [Intentionally Omitted]

9. Assignment. This Agreement, including the Appendices attached hereto, shall inure to the benefit of and be binding upon the successors and assigns of the parties hereto, provided, however, neither party to this Agreement shall assign its interest or obligations herein, including, but not limited to, the assignment of any monies due and payable, without the prior written consent of the other party, which consent shall not be unreasonably withheld.

#### **10. GUILFORD COUNTY LIABILITY INSURANCE REQUIREMENTS.**

**WORKERS COMPENSATION:** Hill's agrees to maintain coverage to apply for all employees for statutory limits in compliance with the applicable state and federal laws. The policy must include employer's liability with limits of at least \$1,000,000.00 for each accident, \$1,000,000.00 for each employee, with at least a \$1,000,000.00 aggregate policy limit.

**COMMERCIAL GENERAL LIABILITY:** Hill's does hereby agree to maintain limits of at least \$1,000,000.00 per occurrence, with a \$2,000,000.00 aggregate limit.

**MAINTENANCE OF INSURANCE COVERAGE AND RENEWAL DOCUMENTATION:** Upon the COUNTY'S offer of award of this Agreement, Hill's will provide Certificates of Insurance for meeting the required insurance provisions.

All insurance documents required under this Contract shall be forwarded to:

GUILFORD COUNTY

Attention: Risk Management

301 West Market Street

Greensboro, NC 27401

Reference: GUILFORD COUNTY CONTRACT NO. 90270052

With Hill's name: HILL'S PET NUTRITION SALES, INC.

11. Governing Law. This Agreement, the Appendices attached hereto and any dispute arising therefrom, shall be construed and enforced in accordance with the laws of the State of North Carolina without regard to its principles governing conflicts of law.

12. Waiver. No failure by either party hereto at any time to require performance by the other party of any of the conditions, Appendices, terms, or provisions of this Agreement shall in any way affect such party's right thereafter to enforce the same or any other condition, Appendix, term or provision of this Agreement; nor shall any waiver by either party of any breach of this Agreement, or of any term, condition, Appendix or provision hereof, be taken as

or held to be a waiver of any subsequent breach, or of the right to terminate this Agreement for any subsequent breach of the same or any other condition, Appendix, term, or provision of this Agreement.

13. Entire Agreement. This Agreement embodies the entire agreement of the parties in relation to the subject matter hereof and supersedes all previous agreements, arrangements and understandings, verbal or otherwise, in relation thereto. There are no representations, either oral or written, upon which either party relies as an inducement to enter into this Agreement other than those set forth herein. Except as expressly provided herein, no change in, addition to, or deletion from any portion of this Agreement shall be valid or binding upon the parties unless it is declared expressly to be a modification of this Agreement and is approved as such in writing by each party.
14. Conflicting Terms. In the event of a conflict between the provisions of this Shelter Agreement and any Appendices thereto, the provisions of the Shelter Agreement shall control.
15. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed an original and together shall constitute one and the same Agreement.
16. **MISCELLANEOUS CHANGES TO HILL'S SHELTER CUSTOMER GENERAL CONDITIONS OF SALE**. The parties agree to the following additional terms and conditions:
  - (i) **3.2 Minimum Order** – Notwithstanding any other parts of this Agreement, Section 3.2 of **Appendix A** now reads as: “Hill’s Pet Nutrition reserves the right to change its minimum order quantities and other customer criteria at any time in its absolute discretion, provided that Hill’s Pet Nutrition provides a minimum of thirty (30) days’ advance written notice to the Customer.”
  - (ii) **8.6 Delivery** – Notwithstanding any other parts of this Agreement, Section 3.2 of **Appendix A** now reads as: “Hill’s Pet Nutrition reserves the right to change its non-standard delivery fees with 30 days written notice.”
  - (iii) **14 Limitation of Liability** - Notwithstanding any other parts of this Agreement, Section 14 of **Appendix A** now reads as: “IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER PARTY, WHETHER AS A RESULT OF BREACH OF CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), FAILURE OF A REMEDY TO ACCOMPLISH ITS PURPOSE OR OTHERWISE, FOR SPECIAL, EXEMPLARY, PUNITIVE, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS (WHETHER DIRECT OR INDIRECT), LOSS OF USE OF THE PRODUCTS, DAMAGE TO ASSOCIATED EQUIPMENT, CUSTOMER-ATTRIBUTABLE RECALL COSTS, DOWNTIME, COST OF SUBSTITUTE EQUIPMENT OR PRODUCTS OR CLAIMS BY EITHER PARTY FOR SUCH DAMAGES. NOTHING CONTAINED IN THIS CLAUSE LIMITS OR EXCLUDES NRS CHAPTER 41 LIABILITY PROTECTIONS FOR CUSTOMER, AND NOTHING CONTAINED IN THIS CLAUSE LIMITS OR EXCLUDES LIABILITY FOR DEATH, PERSONAL INJURY OR ANY LIABILITY THAT CANNOT BE EXCLUDED BY LAW.”
  - (iv) **18 Insurance** Notwithstanding any provision of this Agreement or any incorporated attachment, exhibit, or form to the contrary, Guilford County's participation in a self-funded insurance program shall be deemed in compliance with Hill’s requirements. The Shelter agrees to provide a letter from its Risk Management Department describing the County's self-funded insurance program.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have executed this Agreement the day and year first above written.

**GUILFORD COUNTY**

**ATTEST**

By: \_\_\_\_\_  
Toy Beeninga Date  
Guilford County Deputy Manager

By: \_\_\_\_\_  
Robin B. Keller Date  
Guilford County Clerk to Board

**HILL'S PET NUTRITION SALES, INC.**

By: Meghan Lehman May 22, 2026  
Meghan Lehman (May 22, 2026 11:12:05 CDT) Date

Print Name: Meghan Lehman

Title: Senior Manager, Brand Engagement

**List of Appendices**

- A – Hill's Shelter Customer General Conditions of Sale
- B – Food, Shelter & Love Program Terms
- C – Adopter Kit Materials
- D – Materials Related to Shelter Obligations set out in Sections 2(c), 2(d) and 2(e)
- E – Hill's Global Anti-Bribery Policy



**APPENDIX A**  
**HILL'S PET NUTRITION SALES, INC.**  
**SHELTER CUSTOMER GENERAL CONDITIONS OF SALE**  
**UNITED STATES**

**1 Scope**

- 1.1 These general conditions of sale and the Hill's Pet Nutrition Sales, Inc. Standard Commercial Terms (these "**Conditions**") apply to all sales of products made directly by Hill's Pet Nutrition Sales, Inc. ("**Hill's Pet Nutrition**") to a shelter customer (the "**Customer**").
- 1.2 Any terms and conditions contained in a purchase order or other documentation issued by the Customer which differ from or add to these Conditions are rejected by Hill's Pet Nutrition.
- 1.3 Any other terms and conditions (a) implied by a course of dealing, custom or practice or (b) which the Customer seeks to incorporate, shall not apply.
- 1.4 Except as otherwise agreed in writing by the parties, these Conditions supersede all previous understandings and constitute the entire agreement between the parties with respect to the sale of products from Hill's Pet Nutrition to the Customer.
- 1.5 No modification, deletion or addition to these Conditions shall be binding on Hill's Pet Nutrition unless expressly approved in writing by Hill's Pet Nutrition.

**2 Orders**

- 2.1 An Order is deemed an offer by the Customer to purchase products from Hill's Pet Nutrition in accordance with these Conditions.
- 2.2 No Order is binding upon Hill's Pet Nutrition until the earlier of (a) acceptance of such Order by Hill's Pet Nutrition in writing or electronically or (b) shipment by Hill's Pet Nutrition of the products contained in such Order to the Customer.
- 2.3 No Order accepted by Hill's Pet Nutrition can be cancelled by the Customer without Hill's Pet Nutrition's written consent.
- 2.4 Hill's Pet Nutrition reserves the right to accept or reject any Order in its absolute discretion.

**3 Minimum Order Charge**

- 3.1 Customer is not subject to a minimum order charge.
- 3.2 Hill's Pet Nutrition reserves the right to change its minimum order quantities and other customer criteria at any time in its absolute discretion.

**4 Price**

- 4.1 The price of the products is the price set out in Hill's Pet Nutrition's standard price list as of the date an Order is processed by Hill's Pet Nutrition less any applicable discounts agreed upon in writing.
- 4.2 The price of the products shall include the cost of delivery to the Customer but shall not include (a) the cost of off-loading, (b) any other applicable sales tax which will be charged at the then applicable rate, or (c) fees related to non-standard delivery.
- 4.3 Hill's Pet Nutrition's standard price list shall not be construed or operate as an offer by, or obligation of, Hill's Pet Nutrition to sell the products to the Customer.
- 4.4 Hill's Pet Nutrition reserves the right to change its list price for any SKU at any time in its absolute discretion.



4.5 In no event shall a reduction in Hill's Pet Nutrition's list price be retroactive.

4.6 Orders received on or after the effective date of a list price change which do not reflect the price change will not be processed.

**5 Invoicing and Payment**

5.1 Hill's Pet Nutrition will invoice the Customer for products when the Order is shipped.

5.2 The Customer must pay invoices in full in cleared funds to Hill's Pet Nutrition's designated bank account prior to delivery of the products or in accordance with their payment terms.

5.3 Standard payment terms are payment within thirty (30) days of the invoice date ("Net 30"), unless an alternate arrangement is required due to a customer's poor payment history.

5.4 Payment shall be considered received by Hill's Pet Nutrition on the date that cash or an electronic funds transfer is received at Hill's Pet Nutrition's designated bank.

**6 Credit**

6.1 Hill's Pet Nutrition will consider an application for credit upon receipt of a formal written request from the Customer.

6.2 Hill's Pet Nutrition reserves the right at any time to grant, remove or modify its credit terms with the Customer in its absolute discretion.

6.3 The Customer must stay within its approved credit limits. In addition to all other available remedies, Hill's Pet Nutrition reserves the right to cease processing Orders if the Customer exceeds its approved credit limit.

**7 Charges**

7.1 In the event that the Customer fails to pay any amount owed to Hill's Pet Nutrition by the due date, Hill's Pet Nutrition may, without limiting its other rights, charge interest at the rate of 18% per annum. Interest will accrue on a daily basis and apply from the payment due date until payment in full by the Customer.

7.2 All payments received from the Customer will be applied first to any interest charges and then applied to any unpaid portion of the oldest invoice.

7.3 Any penalty fees and/or charges assessed by the Customer that have not been agreed upon in writing by Hill's Pet Nutrition must be reimbursed to Hill's Pet Nutrition.

7.4 Hill's Pet Nutrition reserves the right to (a) offset any such unauthorized penalty fees and/or charges, including by deducting from any payments owed to the Customer based on negotiated agreements or discounting from any credit note subsequently issued to such customer, or (b) halt shipments to the Customer until such unauthorized penalty fees and/or charges are reimbursed to Hill's Pet Nutrition.

**8 Delivery**

8.1 Hill's Pet Nutrition shall deliver, or arrange for delivery of, the products to the Customer's premises or a mutually agreed upon location. At no time shall Hill's Pet Nutrition be deemed to be a common carrier.

8.2 Any time or date specified for delivery is an estimate only and time is not of the essence for delivery of the products.

8.3 Hill's Pet Nutrition may make delivery of the products in installments.



8.4 The Customer must inspect the products upon delivery. Any claim that the products are damaged or that there is a defect in delivery must be made in accordance with Hill's Pet Nutrition's Retail Returns Policy.

8.5 Any non-standard delivery will be assessed the following fees:

8.5.1 Customer is not subject to non-standard delivery fees.

8.6 Hill's Pet Nutrition reserves the right to change its non-standard delivery fees at any time in its absolute discretion.

## **9 Resale**

9.1 The Customer may only resell the products in the United States.

## **10 Title and Risk**

10.1 Title to the products and risk of loss of the products passes to the Customer upon delivery of the products to the transportation carrier at the shipping origin. Where the products are delivered to the Customer by a Hill's Pet Nutrition delivery truck, title to the products and risk of loss of the products passes to the Customer upon delivery of the products.

## **11 Product Quality and Recall**

11.1 The Customer must report to Hill's Pet Nutrition any concerns related to a Hill's Pet Nutrition product that come to the Customer's attention and are potentially linked to product quality or safety, including, but not limited to, any reports from product users of an adverse effect on health (each, an "Adverse Event") whether it is under normal or unexpected use conditions. The Customer must report such Adverse Events to the appropriate Hill's Pet Nutrition contact within one (1) business day following the point in time that the Customer becomes aware of the Adverse Event. The Customer must use appropriate care in the handling and transportation of the Product and must store the product under appropriate conditions.

11.2 If the Customer is the subject of a request, court order or other directive of a court or other governmental or regulatory authority to withdraw any Hill's Pet Nutrition products from the market (a "**Recall Notice**"), the Customer shall, as promptly as possible and in no event, no later than twenty-four (24) hours following its receipt of a Recall Notice, provide Hill's Pet Nutrition with a copy of such Recall Notice.

11.3 Unless required by law, the Customer may not undertake any recall or withdrawal of Hill's Pet Nutrition products without the written permission of Hill's Pet Nutrition.

11.4 In the event that the Customer is required by law to undertake a recall or withdrawal of Hill's Pet Nutrition products, or in the event that Hill's requests in writing that the Customer undertake a withdrawal even where not required by law, the Customer shall comply with Hill's Pet Nutrition's instructions on implementing such recall or withdrawal.

11.5 Hill's Pet Nutrition shall have sole responsibility for paying the cost of any product recall or withdrawal, except when such product recall or withdrawal results from any action, omission or inaction by the Customer (a "Customer-Attributable Recall"), in which case the Customer shall bear such cost.

## **12 Intellectual Property Rights**

12.1 The Customer may not alter any trademark or marking on the products.

12.2 The Customer's right, title or interest in any trademark, trade name, trade dress, copyright, or symbol, or any translation thereof ("Rights"), which is applied to or used in relation to the products is limited to the Rights granted to Customer in writing.



**13 Warranty Exclusion**

EXCEPT AS (1) REQUIRED BY APPLICABLE LAW, (2) EXPRESSLY SET FORTH IN THESE CONDITIONS OR (3) SPECIFICALLY PROVIDED TO THE CUSTOMER BY HILL'S PET NUTRITION IN WRITING, HILL'S PET NUTRITION DISCLAIMS AND EXCLUDES ALL WARRANTIES AND TERMS AND CONDITIONS NOT CONTAINED IN THESE CONDITIONS, EXPRESS OR IMPLIED, TO THE FULLEST EXTENT PERMITTED BY LAW AND SPECIFICALLY DISCLAIMS, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF REASONABLE QUALITY OR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

**14 Limitation of Liability**

IN NO EVENT SHALL HILL'S PET NUTRITION BE LIABLE TO THE CUSTOMER, WHETHER AS A RESULT OF BREACH OF CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), FAILURE OF A REMEDY TO ACCOMPLISH ITS PURPOSE OR OTHERWISE, FOR SPECIAL, EXEMPLARY, PUNITIVE, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS (WHETHER DIRECT OR INDIRECT), LOSS OF USE OF THE PRODUCTS, DAMAGE TO ASSOCIATED EQUIPMENT, CUSTOMER-ATTRIBUTABLE RECALL COSTS, DOWNTIME, COST OF SUBSTITUTE EQUIPMENT OR PRODUCTS OR CLAIMS BY THE CUSTOMER'S BUYERS FOR SUCH DAMAGES. NOTHING CONTAINED IN THIS CLAUSE LIMITS OR EXCLUDES LIABILITY FOR DEATH, PERSONAL INJURY OR ANY LIABILITY THAT CANNOT BE EXCLUDED BY LAW.

**15 Compliance with Laws and Policies**

15.1 The Customer shall comply with:

15.1.1 all applicable laws, rules, regulations and licenses issued by any supra-national, governmental or other authority in relation to the subject matter of these Conditions including, without limitation, the U.S. Foreign Corrupt Practices Act, the U.K. Bribery Act 2010, and any other applicable anti-corruption laws, rules or conventions;

15.1.2 Colgate Palmolive's Anti-Bribery Policy, Hill's Pet Nutrition's Returns Policies and any other policy communicated by Hill's Pet Nutrition to the Customer, as amended from time to time; and

15.1.3 Hill's Pet Nutrition's distribution policies.

15.2 Hill's Pet Nutrition may immediately cease processing Orders and terminate its commercial relationship with the Customer as a result of any breach of Clause 15.1.

**16 Force Majeure**

Hill's Pet Nutrition will be excused from performance and will not be liable for any failure or delay in performing its obligations under any contract between Hill's Pet Nutrition and the Customer where such failure or delay was caused by an event or series of events beyond Hill's Pet Nutrition's reasonable control (irrespective of foreseeability), including, without limitation, acts of government, war, hostilities or threat of war, terrorism, labor difficulties, a delay in delivery from suppliers, commercial impracticality, shortages of energy, materials, labor, or equipment, fire, flood, storm, explosion, epidemic, riot, civil commotion, or an act of God.

**17 Cancellation**

17.1 Hill's Pet Nutrition may immediately cancel any Order if the Customer:

17.1.1 fails to make payment when due;

17.1.2 fails to comply with Hill's distribution policies; or

17.1.3 is insolvent or ceases or threatens to cease conducting business.



Such cancellation shall be without prejudice to any other right or remedy available to Hill's Pet Nutrition.

**18 Insurance**

The Customer shall maintain Commercial General Liability Insurance, including product liability coverage and contractual liability coverage, in an amount of at least USD 2 million and produce, upon Hill's request, details of such insurance and a receipt for the appropriate premium.

**19 Remedies**

Any rights or remedies arising under these Conditions are cumulative and do not exclude any rights or remedies provided by law.

**20 Relationship**

Hill's Pet Nutrition and the Customer are independent businesses. No partnership, joint venture, agency, trust or relationship of employer/employee is created between them.

**21 Dispute Resolution**

21.1 In the event of a Dispute, the parties will attempt to settle such Dispute through good faith negotiations between their appropriate executives.

21.2 If such executives cannot resolve the Dispute, the parties may refer the Dispute to mediation by a mediator jointly selected by the parties.

21.3 If the Dispute is not settled by mediation within fourteen (14) days following the commencement of mediation, the Dispute shall be settled exclusively by final and binding arbitration pursuant to the Rules of Arbitration of the International Chamber of Commerce as follows:

21.3.1 The arbitration panel (the "**Panel**") shall consist of a single arbitrator;

21.3.2 The place of arbitration shall be Topeka, Kansas and the proceedings shall be held in English;

21.3.3 The award of the Panel shall be final and judgment upon such award may be entered in any competent court;

21.3.4 Neither party shall, and each shall ensure that none of their Affiliates shall, disclose the existence, content or results of any arbitration under this clause.

21.4 Hill's Pet Nutrition or the Customer may seek interim or provisional relief or measures in any applicable courts that may be necessary to protect the rights of such party or their affiliate pending the establishment of the Panel, or pending the decision of the Panel.

**22 Definitions**

22.1 The following definitions apply:

**Affiliate:** means, in the case of Hill's Pet Nutrition, any company which, from time to time, forms part of the Colgate-Palmolive Company group of companies and, in the case of the Customer, any company which, from time to time, forms part of the Customer's group of companies, respectively.

**Order:** the Customer's order addressed to Hill's Pet Nutrition for the supply of products in accordance with these Conditions.



**APPENDIX B**  
**Food, Shelter and Love Program Terms**

**Pet Food Purchases**

All pet food purchased utilizing the Shelter’s Food, Shelter & Love customer account is exclusively purchased to feed the pets in the care of the shelter. Such foods cannot be resold or redistributed in any capacity.

**Shelter Food** – select Hill’s brand pet food for the express and limited purpose of feeding cats and dogs in the care of the shelter, including cats and dogs in the Shelter’s foster programs that are not yet adopted. Hill’s reserves the right to substitute or designate the type of products provided as **Shelter Food**, including variable methods of delivery.

**SHELTER FOOD**

SKUs	SKU Description	Size	% Discount off Hill's current List Price
<b>Shelter Skus</b>			
2092	Science Diet Kitten	35 lbs	<u>74%</u>
6801	Science Diet Adult Cat	20 lbs	<u>74%</u>
603920	Science Diet Puppy	35 lbs	<u>56%</u>
603916	Science Diet Adult Dog	35 lbs	<u>56%</u>
<b>Wet</b>			
6600	Science Diet Kitten Liver & Chicken Entrée	24 x 5.5oz	<u>35%</u>
6174	Science Diet Kitten Savory Turkey Entrée	24 x 5.5oz	<u>35%</u>
4534	Science Diet Feline Adult Savory Chicken Entrée	24 x 5.5oz	<u>35%</u>
6610	Science Diet Feline Adult Liver & Chicken Entrée	24 x 5.5oz	<u>35%</u>
7036	Science Diet Puppy Chicken & Barley Entrée	12 x 13oz	<u>35%</u>
7037	Science Diet Canine Adult Chicken & Barley Entrée	12 x 13oz	<u>35%</u>
7039	Science Diet Canine Adult Beef & Barley Entrée	12 x 13oz	<u>35%</u>

**Shelter may purchase other Hill’s pet food products not identified above at list price. Such purchases are subject to warehouse availability and other conditions of sale.**

**Shelter Pet Adoption Reporting submission requirement: MONTHLY**

**New Pet Parent Adopter Information submission requirement: WEEKLY**



**APPENDIX C**  
**Adopter Kit Materials**

**Adopter Kit** will consist of:

- **ONE Hill's brand starter bag of Cat or Dog food** containing
  - One or two pounds of food
  - On Pack booklet
    - o Immediate use coupon
    - o Link to additional savings and pet parent educational articles
- **Optional items as made available for order on the Portal**
  - Examples:
    - o Measuring Cups
    - o Adopter Gift Bags
    - o Shelter Adopter Handouts
    - o Pet Emergency Preparedness Cards

Adopter Kit Starter bags will be available for order on the Portal:

- **Cat (1lb bag):**
  - o Kitten
  - o Adult
- **Dog (2lb bag):**
  - o Puppy Small Bites
  - o Puppy Large Breed
  - o Adult



**APPENDIX D**

**MATERIALS RELATED TO SHELTER OBLIGATIONS SET FORTH IN SECTIONS 2(c), 2(d) and 2(e)**

*HILL'S RESERVES THE RIGHT TO AMEND OR SUBSTITUTE THESE MATERIALS DURING THE TERM OF THE AGREEMENT.*

**A. ADOPTION SCRIPT GUIDANCE**

**During the adoption process, shelter staff shall communicate and provide the following Hill's Food, Shelter & Love program components to the new pet parent:**

- 1 – Pets in the shelter are fed Hill's brand pet foods
- 2 – Benefits of continuing to feed Hill's brand foods for their newly adopted pet (continue to support the shelter, shelter recommendation, and nutritionally balanced,)
- 3 – Hill's Adopter Bag and on-pack
- 4 – Hill's Pet Parent Program and its benefits (Opt In for Communication, welcome series, coupons and education)

**Here is a suggested adoption script (to be used as a guide only):**

- *“At [shelter name], we are proud to be part of the Hill's Food, Shelter & Love program and we feed all our pets Hill's brand pet foods.*
  - *Hill's is US Veterinarians' #1 Recommended Brand*
  - *Hill's Science Diet provides science-led nutrition to support pets' ever-changing needs.*
  - *The Science Diet portfolio also includes specialized nutrition for pets' weight, skin, stomach and more.*
- *We suggest that you continue to feed [pet's name] the same food he/she has been eating while he/she was with us when you get home. To assist you with that, we're providing you with a sample bag of the food [pet's name] was eating while he/she was here.*
  - *Keeping his/her food consistent during this time of transition from the shelter into your home can help avoid one additional change during this stressful time for a pet.*
  - *On the front of the bag is a booklet that contains a \$5 coupon you can use to purchase a larger bag of food along with a website offering additional savings and a variety of educational articles for pet parents. You can also scan the QR code on the back of the booklet for further savings on Hill's pet foods.*
- *We offer all adopters the opportunity to join the Hill's New Pet Parent program. If you sign up you will receive emails giving you access to exclusive pet parent resources and coupon offers. If at any time you wish to no longer receive emails from Hill's, you may unsubscribe. Would you like to receive communications and offers from Hill's Pet Nutrition?*
- *When you buy Hill's brand pet foods to feed your pets, you help make it possible for Hill's to feed the animals here at our shelter. Feeding Hill's at home helps feed shelter pets.*

**B. EXAMPLE OF EMAIL TO NEW ADOPTERS**



**CONGRATS ON THE FURRY NEW ADDITION**

Update Your Pet's Name

Test11, we're thrilled that you adopted your dog from a participating Hill's Food Shelter & Love shelter. We hope this is the start of many happy, fuzzy memories!

Since pets don't always keep the same name they get at your local shelter, maybe you have a new one in mind?

**Let us know and we'll send you a \$5 coupon toward your next bag of Dog food.**

With an adult dog like yours, feeding the same food can help avoid adding stress on their stomach.

Are you still calling your dog by the same name?

Yes No

Congrats again!  
Your friends at Hill's

**CONGRATS ON THE FURRY NEW ADDITION**

Update Your Pet's Name

Test8, we're thrilled that you adopted your cat from a participating Hill's Food Shelter & Love shelter. We hope this is the start of many happy, fuzzy memories!

Since pets don't always keep the same name they get at your local shelter, maybe you have a new one in mind?

**Let us know and we'll send you a \$5 coupon toward your next bag of Cat food.**

With an adult cat like yours, feeding the same food can help avoid adding stress on their stomach.

Are you still calling your cat by the same name?

Yes No

Congrats again!  
Your friends at Hill's

**C. PET AND PET ADOPTER INFORMATION SHARING**

1. Shelter agrees to provide pet adoption numbers in the Shelter Adoption Reporting section on the Portal on a monthly basis; and
2. Shelter agrees to share the following information in an electronic format acceptable to Hill's in the New Adopter Information of the Portal in accordance with the timing identified in Appendix B:
  - i. Pet adopter's name, address;
  - ii. Adopted Pet's name, breed, and date of birth (to improve relevance of educational materials sent by Hill's to consenting pet parents);
  - iii. Adoption date and adoption location;
  - iv. Pet adopter's email address; and
  - v. Whether the Pet adopter has consented to receive marketing emails from Hill's or not.



3. Example of Opt-In Consent Language - Hill's suggests Shelter obtain written consent to receive Hill's marketing emails using the language below or similar language.

[ ] Yes, I would like to receive email, other electronic communications, and/or mail with information and special offers from Hill's Pet Nutrition, Inc. and its family of brands about my adoption. (You can unsubscribe at any time.)



**APPENDIX E**  
**HILL'S PET NUTRITION, INC. AND ITS SUBSIDIARIES**  
**GLOBAL ANTI-BRIBERY POLICY**

**Our Anti-Bribery Commitment**

Hill's Pet Nutrition's ("Hill's") commitment to dealing legally and ethically applies worldwide. We comply with all applicable anti-bribery laws, including but not limited to the U.S. Foreign Corrupt Practices Act ("FCPA"), everywhere we do business, and we expect the same of the third parties with whom we work. While the FCPA prohibits, among other things, bribery of foreign government officials and entities, other anti-bribery laws, like the UK Bribery Act, prohibit commercial bribery between private individuals and entities.

Hill's people and any third parties acting on our behalf or in connection with our business are prohibited from giving or offering anything of value directly or indirectly to any government official or entity, or to any private individual or entity, in order to improperly obtain or retain any business advantage or to improperly affect any act or decision.

This prohibition includes any facilitating, expediting or "grease" payments made to government officials, either directly or indirectly, in order to expedite any official service or function (for example, small payments made to an official to move Hill's application to the front of the line or to shorten the time frame in which services or other actions are provided). Any official fees supported by government-issued receipts do not qualify as improper payments.

**Maintaining Accurate Books and Records**

No payment by or on behalf of the Company shall be approved or made if any part of the payment is to be used for an unlawful or improper purpose, or for any purpose other than that described by valid documents supporting the payment. No false or misleading entries should be made in any books or financial records of the Company for any reason.

Any expenses that an employee or third party incurs on Hill's behalf or in connection with our business shall not be reimbursable unless they are lawful and supported by detailed documentation including, for example, valid invoices or receipts.

**Expenditures Related to Government Officials**

No funds may be provided to or spent on behalf of a government official or entity, directly or indirectly, without advance written approval from Hill's Global Legal Organization. This includes any payments, gifts, donations, entertainment, travel, meals, or other items of value. (For additional information, please review the Global Policy on Expenditures Related to Government Officials & Governments.) Advance approval is not required for official fees supported by government-issued receipts (e.g., permit or license fees).



Please note that the term “government official” is widely defined and may include individuals who are employed by any public or state-affiliated institution or organization or who act in an official capacity in any way, whether full-time, part-time or unpaid. Government officials can be found in every branch and level of government and public life and may include anyone from low-level customs employees, to employees of state-owned media outlets, to high-ranking lawmakers, as well as researchers, professors, teachers, dentists, veterinarians, or other professionals and Key Thought Leaders. If you are in doubt as to whether an individual could be considered a government official, you should contact Hill’s Global Legal Organization.

#### Commercial Bribery

In addition to prohibiting bribery of government officials, Hill’s also prohibits its employees and third parties from engaging in bribery of private parties. You should not seek to improperly influence the judgment or conduct of any party with whom you might be conducting Company business by offering or providing any payments, gifts or other benefits, or by any other unlawful inducement.

#### Our Expectations

Hill’s reputation depends on the conduct of our employees as well as the conduct of those with whom we do business. It is our goal to ensure that Hill’s people and the third parties with whom we work reflect the same high ethical standards and demonstrate a commitment to compliance with all applicable laws. We further expect our third parties to ensure that their employees and subcontractors understand and comply with this Anti-Bribery Policy.

Failure to comply with this Anti-Bribery Policy or any applicable anti-bribery laws, including but not limited to the FCPA, may result in civil or criminal penalties, as well as termination of the employment or business relationship.