031 569 1029
52 Kubu Ave, Riverhorse Valley Business Estate, Newlands East, 4037
www.pedroschicken.co.za

DIGITAL VOUCHER TERMS AND CONDITIONS 06 11 2026

These terms apply to every digital voucher that a Pedros company sends by email or SMS in South Africa.

Version: International v1.0, effective from 24 November 2026. For vouchers issued on or after that date, these terms replace the Digital Voucher Terms and Conditions (South Africa). A voucher issued before that date stays subject to the terms in force when it was issued (see clause 5.1).

In these terms, the Country of Issue is the country named on your voucher, where it was bought or issued, and the Country Schedule is the schedule for that country at the end of these terms. Pedros, we, us and our mean the Pedros company named as the Issuer in the Country Schedule, which sells or issues the voucher, holds any money paid for it, and is responsible for honouring it. The Group Operator is Pedros Flame Grilled Chicken, of 52 Kubu Avenue, Riverhorse Valley Business Estate, Newlands East, 4037, Durban, South Africa, reachable at info@pedroschicken.co.za and https://pedroschicken.co.za, which runs the Digital Voucher System on the Issuer's behalf. A participating store is a Pedros store in the Country of Issue that accepts digital vouchers, whoever owns it. Local Currency, Applicable Consumer Law and Applicable Data Protection Law have the meanings given in the Country Schedule. You and your mean the person named as the recipient of the voucher. If these terms and the Country Schedule ever say different things, the Country Schedule applies.

At a glance, here is how long your voucher lasts. The exact date always appears in your email or SMS. If the Country Schedule or Applicable Consumer Law sets a longer period for any voucher type, the longer period applies.

Voucher type	How long it lasts
1. Paid voucher, purchased by you or a third party	At least 3 years from the date of issue
2. Free voucher, a staff reward or goodwill gift from Pedros	90 days from the date of issue
3. Campaign voucher, tied to a specific promotion	The dates of that campaign only, valid until the campaign end date shown on your voucher
4. Limited Time Offer (LTO)	Until the end date shown on the voucher, or until stock runs out, if sooner (see clause 2.6)

1. REDEEMING YOUR VOUCHER

1.1 This voucher is issued to the person named in the email or SMS it was sent to. Redeeming it means you accept these terms.

1.2 This voucher may be redeemed in-store only, at any participating Pedros store in the country named on the voucher, and is not valid for online, telephonic, or third-party delivery orders. Show the ten-digit voucher code from your email or SMS at the till before you pay.

1.3 Each voucher can only be redeemed once, in line with how balances work in clause 2.2.

1.4 **This voucher is not transferable and cannot be resold or exchanged for value. It may only be redeemed by the person it was issued to.**

2. WHAT YOUR VOUCHER COVERS

2.1 The table at the start of these terms sets how long a voucher lasts; this clause sets what it covers. A meal voucher covers the specific item named on it, subject to availability. A value voucher covers purchases up to the amount stated, in the currency shown on the voucher. A campaign voucher covers only the promotional item tied to that campaign.

2.2 If your voucher is for a set item or tied to a campaign, it is used up the moment you redeem it. If it is for a set amount, redeem the full amount in one visit. **No change is given if your bill comes to less, and the difference is not carried over to a future visit.** This does not apply to a paid value voucher. If you don't use the full value of your paid voucher, we will automatically send you a new voucher for the balance, with the same expiry date as the originally purchased voucher. If your bill comes to more, you pay the difference.

2.3 If an item you bought using this voucher is faulty or not as described, we will replace it with the same or an equivalent item at no extra charge. If replacement is not possible, or Applicable Consumer Law gives you the right to a refund and you would rather have one, we will restore the value used to a new voucher or refund the amount paid to the person who paid for the voucher, as applicable. Where you return an item for any other reason, the value of the voucher used is not restored.

2.4 All prices and voucher values include VAT and any other applicable tax at the rate in force in the Country of Issue, and Pedros does not charge any extra fee for accepting a voucher as payment. You will receive a till receipt for every redemption, which will include any details the tax law of the Country of Issue requires.

2.5 **THIS VOUCHER HAS NO CASH VALUE, IS NOT REFUNDABLE, AND CANNOT BE EXCHANGED, IN WHOLE OR IN PART, FOR CASH, EXCEPT AS SET OUT IN CLAUSE 2.3 OR AS OTHERWISE REQUIRED BY APPLICABLE CONSUMER LAW.**

2.6 Where a voucher forms part of a Limited Time Offer (LTO), it is valid until the end date shown on it, or until stock of the LTO item runs out, if sooner. The applicable campaign's terms and conditions also apply, and where the LTO forms part of a promotional competition, so do the terms and conditions of that competition.

3. WHERE YOU CAN REDEEM IT, AND IN WHAT CURRENCY

3.1 Every participating store honours this voucher on the same terms, regardless of who owns it.

3.2 **THIS VOUCHER CAN BE REDEEMED ONLY AT A PARTICIPATING PEDROS STORE IN THE COUNTRY NAMED ON THE VOUCHER. A VOUCHER ISSUED FOR ONE COUNTRY CANNOT BE USED IN ANY OTHER COUNTRY, EVEN AT A PEDROS STORE. ANYONE BUYING A VOUCHER SHOULD CHECK THE COUNTRY NAMED ON IT BEFORE PAYING.**

3.3 A value voucher is stated in the Local Currency, which the voucher shows by its local currency symbol (for example, R100) and can be redeemed only in that currency. It cannot be converted into, exchanged for, or paid out in any other currency.

3.4 The value of a value voucher is fixed when it is issued, and exchange-rate movements do not increase or reduce it. A meal or campaign voucher covers the item named on it, whatever that item's menu price is on the day you redeem it.

3.5 The Country Schedule may add currency rules for its country. Where it does, those rules apply.

4. IF SOMETHING GOES WRONG

4.1 If Pedros cannot honour a voucher for reasons outside its control, such as a stock shortage, a store closure, the Point of Sale (POS) being offline, or a menu change, we will offer an item or value of similar worth and let you know as soon as we can. Clause 2.6 sets out what happens when LTO stock runs out.

4.2 Keep your voucher code to yourself. **Except where the loss results from our own error or negligence, Pedros is not responsible for a voucher that is lost, deleted or used by someone other than the person it was sent to,** and we may decline to honour a voucher where we reasonably suspect fraud.

4.3 Pedros may cancel a voucher if we reasonably believe it was issued in error, is linked to fraud or other irregular activity, relates to a promotion that has since been withdrawn, or has been affected by a technical fault. If we cancel a paid voucher, we will replace it with a voucher of equal value, in line with clause 4.4. If we suspect fraud or other irregular activity, we may hold the replacement while we check, and we will not replace it if fraud is confirmed. We will let you know when a voucher is cancelled, using the contact details given to us when it was issued or redeemed. If we cancel a free, campaign or LTO voucher because it was issued in error or its promotion was withdrawn, we don't have to replace it,

but we will tell you. This clause does not take away any other right you have under Applicable Consumer Law.

4.4 If we need to get a new copy of your voucher to you, we will either resend it or reissue it. A resend sends the same voucher, with the same voucher code and expiry date, to the same email address and/or cell phone number as the original. A reissue cancels the original voucher and generates a new voucher, with a new voucher code but the same expiry date. Where you ask, and once we have confirmed that you are the person named on the voucher, a reissue can go to a different email address or cell phone number of yours.

4.5 A paid voucher may carry a personal message, name or other wording supplied by the person who bought it (the **purchaser**). The purchaser is responsible for that wording and must ensure that it is lawful and does not offend, defame or discriminate against any person or infringe any person's rights. **That wording is the purchaser's alone. It does not reflect the views or opinions of Pedros, and Pedros does not approve or endorse it. To the extent the law allows, Pedros is not responsible for any wording supplied by a purchaser.** Pedros may, however, refuse to include, or remove, any wording that it reasonably considers unlawful, offensive, defamatory, discriminatory or harmful, or that infringes another person's rights. Doing so does not affect the value or validity of the voucher.

5. YOUR RIGHTS AND THIS AGREEMENT

5.1 Pedros may update these terms from time to time. The version in force when your voucher was issued is the one that applies to it.

5.2 If Pedros stops running, replaces or migrates the Digital Voucher System, any valid voucher still in circulation at that time will continue to be honoured up to its original expiry date.

5.3 If any part of these terms is found unlawful or unenforceable, the rest continues to apply.

5.4 These terms are governed by the laws of the Country of Issue. Nothing in them limits or excludes any right you have under Applicable Consumer Law that cannot lawfully be limited or excluded.

5.5 If you have a complaint, contact customercare@pedroschicken.co.za first, and we will try to resolve it. You may also complain to the consumer regulator named in the Country Schedule.

6. YOUR INFORMATION

6.1 To issue, deliver, verify, and let you redeem a voucher, we need to collect and process some personal information about you: your name, and either your email address or cell phone number (whichever the voucher was sent to). If you contact us about a lost, stolen, or disputed voucher under clause 4, we'll also process the details you give us then, such as proof of identification (for example, an ID document or passport) or proof of purchase, to investigate.

6.2 The Issuer is responsible for your information, as the responsible party or data controller under Applicable Data Protection Law. We process it for these purposes only: issuing and delivering your voucher, verifying it at redemption, preventing and investigating fraud, responding to your queries and complaints, and meeting our own legal and record-keeping obligations. Where we rely on your consent for a particular purpose, such as sending you marketing about future vouchers or promotions, we'll ask for that consent separately, and you can withdraw it at any time by telling us so.

6.3 Giving us this information is voluntary, but it's necessary. If you don't provide your name and contact details, we can't issue or let you redeem a voucher.

6.4 We share your information only where it's needed to do the above: with the participating store that redeems your voucher; with the Group Operator, which runs the Digital Voucher System for us; with the payment and Point of Sale providers who process the transaction; with the SMS and email providers who deliver the voucher to you; with tax authorities where electronic invoicing law requires it; and with the other recipients listed in section 6 of the Pedros Privacy Policy, such as our professional advisers and, where the law requires, regulators and law enforcement. The Digital Voucher System is operated from South Africa, and your information is held there.

6.5 We keep your information only for as long as your voucher is valid, plus a reasonable period after that to handle any dispute, comply with tax or other legal requirements, and defend or bring a legal claim. After that, we delete or anonymise it.

6.6 We take appropriate technical and organisational steps to keep your information secure, and to protect it against loss, unauthorised access, and misuse.

6.7 You have the right to ask us what personal information we hold about you, to ask us to correct or delete it, to object to how we're using it, and to withdraw any consent you've given us. To exercise any of these rights, or if you have any question about how we handle your information, contact our legal department at legal@pedroschicken.co.za.

6.8 If you're not satisfied with how we've handled your information, you have the right to complain to the data protection regulator named in the Country Schedule, using the contact details given there.

6.9 This clause is a summary. Our full Privacy Policy, including the section for your Country of Issue in its Annexure A, sets out how we collect, use, and protect your information in more detail, and forms part of these terms.

7. FREQUENTLY ASKED QUESTIONS

7.1 **How do I redeem my voucher for my order?** Present your voucher at a participating Pedros store in the country named on your voucher when you place your order. The store will validate the voucher before accepting it, and once it has been validated and successfully redeemed, it cannot be used again.

7.2 **Where can I use my voucher?** Only at participating Pedros stores in the country named on your voucher, and only in the Local Currency (see clause 3), subject to the terms and conditions that apply to that voucher. It cannot be used in any other country, even at a Pedros store.

7.3 **Does my voucher expire, and how do I check the expiry date?** Yes, every voucher has an expiry date. This is shown on the voucher sent to you, and you should redeem it before that date. See the table at the start of these terms for how long each voucher type is valid.

7.4 **My voucher code is not working at checkout. What should I do?** Please check that you are using the correct voucher code, that it has not expired, and that it has not already been redeemed or cancelled. If it still does not work, ask the store manager to verify it using the Digital Voucher System. If the issue is still not resolved, email customercare@pedroschicken.co.za with the details provided with your voucher.

7.5 **What happens if I return or cancel an order I paid for with a voucher?** If the item was faulty or not as described, clause 2.3 applies. Otherwise, the value of the voucher used is not restored, unless Applicable Consumer Law says it must be. Please keep your voucher code and proof of purchase and contact customer care for assistance.

7.6 **Where can I view the full terms and conditions for my voucher?** These terms and conditions, with the Country Schedule for your country, are provided with your voucher and/or in the communication you received about it and are published on the Pedros website for your Country of Issue. They set out the voucher's value, expiry, redemption conditions and any restrictions that apply.

7.7 **How do I order vouchers for my business or in bulk?** If you need vouchers in bulk for your business, contact the Pedros business team in the Country of Issue to submit a

request. Bulk requests are subject to our approval and billing process before vouchers are generated and issued. If you give us the names and contact details of the people who will receive the vouchers, you confirm that you are allowed to share them with us for that purpose.

7.8 **Can I use my voucher for delivery through third-party apps, such as Uber Eats or Mr D?** No. Digital vouchers can be redeemed only in-store, at a participating Pedros store (see clause 1.2), and cannot be used as a payment method on third-party delivery platforms.

7.9 **I lost my voucher, for example by deleting the email or clearing my app cache. Can you get it back to me?** Yes, where your voucher is still valid and has not been cancelled, expired, or redeemed, we can resend or reissue it to you. See clause 4.4 for how resending and reissuing work.

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COUNTRY SCHEDULE: SOUTH AFRICA

This Country Schedule completes clauses 1 to 7 for South Africa.

Item	Detail
Issuer	The Pedros company that operates Pedros restaurants in South Africa
Registered address	52 Kubu Avenue, Riverhorse Valley Business Estate, Newlands East, Durban, 4037
Local Currency	South African rand (ZAR), shown on vouchers as R
Applicable Consumer Law	Consumer Protection Act 68 of 2008 (CPA) and its regulations
Consumer regulator	National Consumer Commission, thencc.org.za
Applicable Data Protection Law	Protection of Personal Information Act 4 of 2013 (POPIA)
Data protection regulator	Information Regulator: enquiries@inforegulator.org.za; complaints via eservices.inforegulator.org.za; 010 023 5200 or 0800 017 160; Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191
Where your data is held	South Africa
Governing law	Republic of South Africa

Country-specific terms

SA.1 A paid voucher is a prepaid certificate under section 63 of the CPA. It's valid for at least 3 years from the date of issue, and its value belongs to you until it's redeemed in full or expires.

SA.2 Nothing in these terms limits your rights under sections 55 and 56 of the CPA to safe, good-quality goods and to their repair, replacement or refund.

SA.3 You may object to direct marketing at any time, free of charge.