

## Customer Satisfaction Survey Charity Donation Prize Draw

### Terms and Conditions

1. By entering the prize draw you are agreeing to these terms and conditions.
2. The prize draw is being run by Concept Sign and Display Limited ('Concept Group' / 'Concept' / 'we' / 'us' / 'our') of 22 Gas Street, Birmingham, B1 2JT.
3. **Eligibility to enter**  
The prize draw is open to Concept Group's main contact within a company with whom we have completed a project during the previous calendar quarter.
4. In entering the prize draw, you confirm that you are eligible to do so and eligible to claim any prize you may win.
5. A maximum of one entry per project is permitted.
6. The prize draw is free to enter.

### How to enter

7. The prize draw will refresh on the first working day of each calendar quarter and be drawn on the last working day of each calendar quarter.
  - 1<sup>st</sup> April 2019 – 28<sup>th</sup> June 2019
  - 1<sup>st</sup> July 2019 – 30<sup>th</sup> September 2019
  - 1<sup>st</sup> October 2019 – 20<sup>th</sup> December 2019
8. To enter the prize draw: Once an invoice issued by Concept Group has been paid and a project declared complete, a link to the 2019 Customer Satisfaction Survey will be emailed to Concept Group's main contact within the customer's company. Once a customer has completed the survey and submitted their answers through Survey Monkey, the individual's details will be saved within Survey Monkey and added to the draw for that month.
9. Concept Group will not accept responsibility if contact details provided are incomplete or inaccurate; or for prize draw entries that are lost, mislaid, damaged or delayed in transit.

### The prizes

10. The prize will be as follows:
  - One single prize of £100.00 per quarter
11. The winners will be drawn at random.
12. The prizes are non-exchangeable and non-transferable.
13. We reserve the right to substitute prizes with another prize of equal or higher value if circumstances beyond our control make it necessary to do so.
14. The decision of Concept Group regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.

**Winner announcement**

15. Winners will be notified on the first working day after the last working day of the previous quarter by email from [naomi.giles@conceptsigns.co.uk](mailto:naomi.giles@conceptsigns.co.uk).
16. Concept Group will attempt to contact winner by email up to two times over 10 working days. If contact is not made, Concept Group reserves the right to choose and notify a new winner

**Claiming the prize**

17. The winner will have 10 working days from the date they were notified of winning to claim the prize by replying stating their chosen charity (charity chosen must have a registered charity number and be registered in the UK with either the Charity Commission for England and Wales, the Office of the Scottish Charity Regulator, or the Charity Commission for Northern Ireland).
18. If a winner does not claim their prize within 10 working days, they will lose their right to the prize.
19. If the winner cannot be contacted or has not claimed their prize within the required time limit, Concept Group reserves the right to choose and notify a new winner.

**Data protection and publicity**

20. You consent to any personal information you provide in entering the prize draw being used by Concept Group for the purposes of administering the prize draw.
21. Winners agree to participate in any reasonable publicity related to the prize draw which may include the publication of their name and photograph in any media.
22. All personal information shall be used in accordance with Concept Group's Data Protection Policy, accessible here: <https://www.conceptsigns.co.uk/gdpr-compliance/>

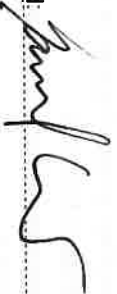
**Limitation of Liability**

23. Concept Group does not accept any liability for any damage, loss, injury or disappointment suffered by any entrants as a result of either participating in the prize draw or being selected for a prize.

**General**

24. Concept Group reserves the right to cancel the prize draw or amend these terms and conditions at any time, without prior notice.
25. The prize draw and these terms and conditions will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

Signed: \_\_\_\_\_



Print: \_\_\_\_\_

SAMUEL COOPER

Position: COMMERCIAL DIRECTOR

Date: \_\_\_\_\_

02/07/2020

Review Date: \_\_\_\_\_

01/07/2020.