

## Win a £500 voucher to spend with AO – Prize Draw Terms & Conditions

Any information or instructions published by the Promoter about the Prize Draw on ao.com form part of these Terms and Conditions.

### The Promoter

1. The Promoter of this Prize Draw is AO Retail Limited t/a AO.com 5A Parklands, Lostock, Bolton BL6 4SD (the **Promoter**).

### Promotion Period

2. The Prize Draw is open from 00.01 (GMT) on Wednesday 4<sup>th</sup> December 2024 until 23.59 (GMT) on Wednesday 18<sup>th</sup> December 2024 (the **Promotion Period**).

### Prize

3. The **Prize** is a £500 voucher to spend on AO.com. The Prize is non-transferable and may not be substituted by the winner. Further Prize details are at paragraphs 8-9 below.

### Entry & Eligibility

4. Only individuals who are **AO Five Star members** are eligible to participate in the Prize draw.
5. Eligible participants are **automatically** entered into a daily Prize Draw by purchasing any product from AO.com during the **Promotion Period**.
6. Further to paragraph 4, to be eligible for the Prize you must also be a UK (excluding Northern Ireland) resident aged 18 or over (not a business or corporate entity). Employees or agents of the Promoter or any of its group companies or their families or households or anyone professionally connected to will not be eligible for the Prize.

### Winner Selection & Prize Fulfilment

7. One winner will be randomly selected from all eligible entries each day of the Promotion Period. The daily winner will be notified by a member of the AO team by email or telephone to let them know they have won (within 5 days). The winner will have 14 days to accept the Prize by replying to the communication from AO.
8. In accepting the Prize, the winner will be deemed to have accepted and be bound by these Terms & Conditions. In the event that a winner fails to provide necessary details, is unreachable, is ineligible, fails to accept the Prize within the period specified at paragraph 7 above, or fails to comply with reasonable requests of AO for fulfilment purposes, the winner shall forfeit the Prize and it shall be awarded to a substitute winner, which shall be the next entry selected at random.
9. The Prize is a £500 voucher to be redeemed on AO.com. The winner will be provided with a unique voucher/code electronically, via the email address associated with their AO Five Star membership account. No cash equivalent is available for all or part of the £500 voucher. Any portion of the voucher which is unused by the expiry date will lapse. .

### Privacy and Data Protection

10. The Promoter, AO, will only use any personal information obtained as part of this Prize Draw in accordance with our privacy policy which is available at <http://ao.com/help-and-advice/help-with-my-product/privacy-and-security> and sets out your associated data rights.
11. The winner(s) agree(s) to the use of their first name and town/location as part of AO marketing and promotional activities and will co-operate with other reasonable requests by AO.
12. The winner's name and address will be retained on the Promoter's winner's log. Details of the winner will be made available on request.

### General Conditions

13. Except in the case of death or personal injury arising from its negligence or in respect of fraud and so far as is permitted by law, the Promoter and its associated companies exclude responsibility and all liabilities: arising out of any postponement, cancellation, delay or changes to the Prize Draw which are beyond the Promoter's control; for any act or default of any third party supplier; and/or for any claims, costs, injuries, loss or damage of any kind arising out of or in connection with the Prize Draw or with acceptance, possession or use of any Prize or element of the Prize.
14. The Promoter shall not be liable for any interruption to this Prize Draw whether due to force majeure or other factors beyond the Promoter's control.
15. The Promoter shall have the right, where necessary, to undertake all such action as is reasonable to protect itself against fraudulent or invalid claims including, without limitation, to require further verification as to the identity, age, and other relevant details of a participant. The Promoter may refuse or disqualify any entry (including winning entry) if the participant (or anyone authorised by them to deal with their entry) acts in a way towards the Promoter which the Promoter reasonably considers to be inappropriate, unlawful or offensive. If the winning entry is disqualified the Prize will be awarded to a substitute winner.
16. The Promoter reserves the right, acting reasonably and in accordance with all relevant legislation and codes of practice, to vary the Terms and Conditions of this Prize Draw.
17. The Promoter will not be responsible or liable for: (a) any failure to receive Entries due to transmission failures and other conditions beyond its reasonable control; (b) any late, lost, misrouted, or damaged transmissions or Entries; (c) any computer or communications related malfunctions or failures; (d) any disruptions, losses or damages caused by events beyond the control of the Promoter; or (e) any printing or typographical errors in any materials associated with the Prize Draw.
18. This Prize Draw is governed by English law and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.