

# METADOR CUSTOMER FEEDBACK PRIZE DRAW TERMS AND CONDITIONS

Monthly £50 prize draw for customers who submit genuine feedback through the Metador website feedback form.

## 1. Promoter

The promoter of this promotion is Metador. For the purposes of these terms and conditions, “Metador”, “we”, “us” and “our” refer to the promoter running the customer feedback prize draw.

## 2. Promotion Overview

Metador is inviting customers to provide genuine feedback about their experience by completing the feedback form on the Metador website. Customers who submit a valid feedback form entry will be entered into a monthly prize draw for the chance to win a £50 prize.

## 3. Eligibility

- The promotion is open to customers who have received a Metador delivery and who are aged 18 or over.
- Employees, officers, agents, contractors or representatives of Metador, and their immediate family members, are not eligible to enter.
- Only one prize draw entry is permitted per customer delivery, unless Metador states otherwise in writing.
- Entries must be submitted honestly and in good faith. Automated, bulk, incomplete, duplicate, fraudulent or otherwise invalid entries may be disqualified.

## 4. How to Enter

To enter, customers must complete and submit the customer feedback form on the Metador website using the link or QR code provided with their delivery. Entry is free and no purchase is required beyond having received the relevant Metador delivery or service experience being reviewed.

Customers may be asked to provide their name, contact details, order or delivery reference, and feedback comments so that Metador can verify the entry and contact the winner.

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## 5. Promotion Period and Monthly Draws

The prize draw will run on a monthly basis. Unless stated otherwise by Metador, all valid entries received during a calendar month will be included in that month's draw.

One winner will be selected at random from all valid entries received for the relevant month. The draw will take place as soon as reasonably practicable after the end of each month.

## 6. Prize

The prize is £50 for one winner each month. The prize is non-transferable and no alternative prize will be offered unless Metador chooses to do so at its discretion.

Metador will contact the winner using the contact details supplied through the feedback form. If a winner cannot be contacted within 14 days, or fails to provide any information reasonably required to award the prize, Metador may select an alternative winner at random from the remaining valid entries.

## 7. Google Reviews and Genuine Feedback

Customers may also be provided with an optional link to leave a review on Google. Leaving a Google review is entirely optional and is not required to enter the £50 prize draw.

A Google review will not count as an entry into the prize draw, will not increase a customer's chance of winning, and will not be treated more favourably than any other type of feedback. Metador is not offering any reward, payment, prize, discount or other benefit in exchange for leaving a Google review.

Metador asks for genuine, honest feedback so that we can understand customers' experiences and identify ways to improve our products, deliveries and service. Customers are free to leave positive, neutral or negative feedback.

## 8. Winner Selection and Notification

The winner will be selected fairly and at random from all valid entries for the relevant monthly draw. Metador's decision in relation to the administration of the prize draw will be final.

Metador may ask the winner to confirm eligibility and provide reasonable information needed to deliver or pay the prize. If eligibility cannot be verified, the entry may be disqualified and another winner may be selected.

## 9. Use of Feedback

By submitting feedback, customers agree that Metador may review and use the feedback internally to improve its products, services, customer communications and delivery experience.

Metador will not publish a customer's full name, personal contact details or order details in connection with the promotion without consent, unless required by law.

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## 10. Data Protection

Personal information submitted as part of the promotion will be used for the purposes of administering the prize draw, verifying entries, contacting the winner, awarding the prize and reviewing customer feedback.

Personal information will be handled in accordance with applicable data protection laws and Metador's privacy practices. Customers should refer to Metador's privacy notice for further details about how personal information is collected, used and retained.

## 11. General Conditions

- Metador reserves the right to refuse, disqualify or remove entries that are incomplete, inaccurate, abusive, offensive, fraudulent, submitted in bad faith or otherwise contrary to the spirit of the promotion.
- Metador is not responsible for entries that are lost, delayed, misdirected, corrupted, incomplete or not received due to technical issues or any other reason outside Metador's reasonable control.
- Metador may suspend, cancel or amend the promotion where it becomes necessary to do so, including where circumstances arise outside Metador's reasonable control.
- Nothing in these terms and conditions limits or excludes liability where it would be unlawful to do so.

## 12. Governing Law

These terms and conditions are governed by the laws of England and Wales. Any disputes relating to the promotion will be subject to the jurisdiction of the courts of England and Wales.

**Important note:** These terms are intended as a practical promotional terms template and should be reviewed by Metador's legal adviser before use.

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