



Lindt Text to Win Terms and Conditions

These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Entry/claim instructions are deemed to form part of the terms and conditions and by participating all entrants will be deemed to have accepted and be bound by the terms and conditions. Please retain a copy for your information.

- 1. The Promoter:** Tesco Stores Ltd., Tesco House, Shire Park, Kestrel Way, Welwyn Garden City, AL7 1GA.
- 2. The Supplier:** Lindt & Sprüngli (UK) Ltd, 4 New Square, Feltham, Middlesex, TW14 8HA.
- 3. Eligibility:** This prize promotion is open to UK (England, Wales, Scotland and Northern Ireland) residents aged 18 years or over excluding employees and their immediate families of The Promoter, The Supplier, associated agents or anyone professionally connected with the prize promotion.
- 4. Promotional Period:** The prize promotion opens at 00:00 on 29th September 2021 and closes at 23:59 on 2nd November 2021.
- 5. Entry Instructions:** To enter, text LINDT or LINDT1 or LINDT2 or LINDT5 followed by a space, and your name and postcode to 60110. Entries may only be submitted via text.
- 6.** Please note that the promotion appears cross-media with 4 different keywords, but there is only one prize pool.
- 7.** Participants must have a mobile phone able to send and receive messages to/from 5-digit short codes. Messages charged at network provider's standard network rate, but there is no charge to the participant for the returned bounce back text message. Texts are not usually included in any text inclusive packages, please check with your network provider if you are

not sure of your standard network rate. Users on virtual mobile networks may not be able to text the short code. Please check with your network provider. Text lines are open 24 hours until 23:59 on the closing date. Ask the bill payer before texting. If you text after the closing date, you will not be entered but you will be charged. Take care when entering the text code; the Promoter is not responsible for mistypes and you may be charged at a higher rate. If you are unable to send a text, please check with your network operator first. For technical issues only, call 0333 335 3351 between Monday and Friday from 9.30am to 5pm excluding public holidays. The Promoter does not accept responsibility for entries or claims that are delayed or not received due to transmission, network or software problems or any other reason beyond the Promoter's control.

- 8.** Entry will be confirmed with a 'Thank You' message response. There is no charge to the participant for this message.
- 9.** Entry is by text only. Only one entry per person during the promotional period. For the avoidance of doubt only one unique mobile number will be accepted per person, and a person can use this mobile number to enter only once. Any entrant using multiple mobile numbers to enter the promotion will be disqualified and any prize entitlement will be void. A mobile number can only be used by one person and it cannot be shared within a household.
- 10.** No third party or bulk entries. Entries via third parties, consumer groups or syndicates, entries by macros or other automated means and entries which do not satisfy the requirements of these terms and conditions in full will be disqualified. If it becomes apparent that either a participant or household is using any means to circumvent this condition such as, and without limitation, fraudulently falsifying data; using multiple mobile phone numbers; using multiple postal addresses; acting fraudulently or dishonestly in the opinion of the Promoter; using identities other than their own; creating fake identities or using any other automated or manual means in order to increase that participant's or a household's entries or otherwise acting in violation of these terms, these participants and their household will be disqualified, and any prize entitlement will be void.
- 11.** Proof of purchase will not be accepted as proof of entry. No responsibility can be accepted for entries that are incomplete, lost due to technical reasons, corrupted, delayed or not received for whatsoever reason.

12. Prize Fund: There are 167 prizes in total.

Tier 1 prize

There are 2x Tier 1 prizes, each consisting of a Sky Q prize package, which consists of 1 x Sky Q TV subscription for 12 months including the following:

- 1 x Sky Q Complete Bundle TV package including Sky Sports Complete and Sky Cinema
- Free standard installation provided by Sky (subject to Prize Conditions)
- Sky will also loan each Tier 1 winner 1 x Sky Q 2TB box and 1 x Sky Q Mini box at no charge.

Sky Q terms and conditions:

a) The winner will be required to enter a new Sky Q TV subscription contract. If the winner is an existing Sky TV customer, your existing Sky TV subscriptions will come to an end and you must enter a new Sky Q TV subscription contract.

b) After your 12-month free Sky Q TV subscription comes to an end, standard subscription length (18 months) and prices at the time of re-contracting will apply, unless you change or cancel your package, giving Sky at least 31 days' notice. Standard subscription prices may change. Please refer to www.sky.com for current pricing. You must be over 18 and resident in the United Kingdom.

c) The Prize does not include:

- A TV or any other devices to use the subscription on;
- A broadband subscription (to experience Sky Q features to the full, we recommend connecting your boxes to home broadband);
- Sky Box Office, Sky Store purchases/rentals, Stand-alone Premium Channels, or pay-per-view services and events.

d) Watching on an extra TV screen comes at a one-off cost of £99 and Sky will loan you an extra Sky Q Mini at no cost (recommend connecting no more than 4 Sky Q Minis in total)

e) Prices, programmes/channels are subject to change.

f) Engineer set-up required (this is included as part of the prize).

g) The winner must get any consents required (e.g., landlord's) prior to installation.

h) Winners must redeem the prize within a year of the winners confirming their details with Sky's prize fulfilment agency, The Promotions Factory. Winners who are in a current pay-TV contract with another provider may defer their Prize for a maximum of 12 months from the date of winning. If a winner does not redeem his/her Prize within 12 months from the date of winning, this could result in loss of the Prize. If the winner has a previous uncleared debt with Sky the winner will not be able to take up the Prize until this debt has been fully cleared.

j) Sky reserves the right to refuse or withdraw the Prize if a winner or a party authorised by the winner to act on their behalf, threatens or abuses a Staff employee or otherwise

conducts themselves in a manner that Sky reasonably regards as inappropriate, offensive or unlawful.

k) Prize winner will own the Sky dish provided as part of the prize. The Sky Q box, the Sky Q Mini and all other Sky Q kit is loaned to the winner at no cost and must be returned when the winner's 12-month prize subscription terminates or when the winner leaves Sky, whichever is earlier. Mechanical faults with the Sky Q kit will be repaired at no cost.

l) Sky Q installations currently average a 28-day waiting period.

Tier 2 prize

There are 15 Tier 2 prizes, each consisting of a LG SK1 Soundbar.

Tier 3 prize

There are 150 Tier 3 prizes, each consisting of a £5.99 Sky Store online movie voucher. This will be delivered to each Tier 3 winner via email. The voucher may be redeemed at Sky Store to credit your account with £5.99. Sky Store Vouchers may only be redeemed and spent on either the Sky Store website located at www.skystore.com, or on the Sky Store app on your compatible Roku box or Android device. The voucher cannot be used for purchases made on a Sky+HD box or a Sky Q box. However, Buy & Keep purchases made using redeemed vouchers can be sent to your box. 'Send to Sky Box' is not available on rental titles. To redeem a voucher, you must have a SkyID account (this can be set up by visiting this link and filling out your details, your title, first and last name, email address and preferred password is required) and have accepted Sky Store terms and conditions.

The online movie voucher and is valid until 30 April 2022. Once expired, the voucher will be invalid and cannot be extended, replaced, or refunded. It is not replaceable if lost or stolen and no refund will be given.

For further information, please visit <https://www.skystore.com/redeem>.

Tier 2 and 3 prizes will be dispatched within 28 working days of acceptance.

This promotion is in no way sponsored, endorsed or administered by, or associated with LG.

- 13. Covid-19:** The Promoter/Supplier shall not be liable in any way for its inability to meet delivery timeframes in the event of any national or local lockdowns, or any circumstances resulting from Covid-19, which affect the prize delivery supply chain. Should Covid-19 affect the ability to meet these deadlines, the Promoter/Supplier will fulfil its obligations as soon as it is reasonably possible.

14. Only one prize per household.

15. Winner Selection: The winners will be drawn in the order stated above in point 12 using a random number generator within 28 days of the closing date.

16. Winner Notification: Winners will be notified by text within 28 days of the closing date. It is the responsibility of the participant to ensure that they respond to the winner notification, either by calling the Freephone number or emailing the address provided at the point of notification. Winners who do not respond within the initial 7 days, will be phoned or texted again and given a further 7 days to respond. If contact cannot be made, or the prize is not claimed, within 14 days of the initial prize notification date an alternative winner will be drawn. The Promoter cannot be held responsible for winners failing to supply accurate information which affects prize acceptance or delivery of their prize.

17. General: The entry instructions form part of the terms. By entering, you agree to accept and be bound by the terms.

18. The Promoter's decision is final and binding. No correspondence will be entered into.

19. The prize must be accepted as offered by the named winners. There is no cash or alternative prize, in whole or part. The prize is not transferable. Sale of the prize for profit is prohibited and may constitute fraud.

20. The Supplier reserves the right to provide alternative prizes of equal or greater value should circumstances outside its control make this necessary.

21. We reserve the right to verify winners and ask for proof of identity, age and address and to withdraw prize entitlement where there are reasonable grounds to believe there has been a breach of these terms and conditions.

22. The Promoter reserves the right, at its sole discretion, to eliminate or disqualify any entries or entrants that it regards as being in breach of these terms and conditions or the spirit of the Promotion. Those who try and circumvent the entry process and/or entry instructions by any method, will be disqualified and any prize award will be void.

- 23.** Entry into the Promotion is at the entrant's sole risk. To the extent permitted by law, the Promoter does not accept any responsibility for any damage, loss, liabilities, injury, costs, expenses or claims (whether in contract, tort or otherwise) suffered by entrants or any third parties arising out of or in connection with the Promotion and/or accepting a prize. The Promoter further disclaims liability for any injury or damage to entrants or any other person relating to or resulting from participation with this Promotion save that nothing in these terms and conditions shall act to limit or exclude the Promoter's liability resulting from its negligence or fraud.
- 24.** The Promoter accepts no responsibility for system errors or other issues that may result in disruption to, lost, delayed or not received entries, winner notifications or prizes. The Promoter or its agencies will not be responsible for the non-inclusion of entries as a result of technical failures or otherwise, including any such failure which is within the control of The Promoter or its agencies.
- 25.** The Promoter reserves the right to cancel, amend, withdraw, terminate or temporarily suspend this Promotion in the event of any unforeseen circumstances or technical reason outside its reasonable control, with no liability to any entrants or third parties but will use all reasonable endeavours to avoid consumer disappointment. Such circumstances include, but are not limited to: industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the Promoter. The Supplier bears sole responsibility for supply of the prize and Tesco cannot be held responsible for any claims relating to the prizes.
- 26.** The application and interpretation of these terms and conditions shall be governed by the law of England and the courts of England and Wales shall have exclusive jurisdiction in relation to any dispute concerning them.
- 27.** Your data will be passed onto a third-party fulfilment service provider for the purposes of administering the prize and with Dunnhumby Limited for quantitative research purposes only. The surname and county of the winner will be made available to anyone who requests them by emailing Lindt@tescoprizes.com within 1 month of the closing date. Participants may request their name and county is not published in the event they win by emailing

Lindt@tescoprizes.com before the closing date. Your details will not be passed onto any third party for any other purpose without prior consent. This data will be kept secure and in accordance with the requirements of the Data Protection Act. Entrants' personal data will be used and held in accordance with the Promoter's Privacy Policy <https://www.tesco.com/help/privacy-and-cookies/privacy-centre/privacy-policy-information/privacy-policy/>.