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River Island Shopping Behaviours Survey Gift Card Competition

1. The Promoter

The promoter is River Island Clothing Co. Ltd, Chelsea House, Westgate, London, W5 1DR ("**River Island**"). River Island is a data controller under the General Data Protection Regulation and is registered with the Information Commissioner's Office. No provisions of these terms & conditions shall affect any statutory rights of entrants. "**River Island**" is the registered trademark of River Island Clothing Co. Ltd.

2. The competition

- 2.1 The title of the competition is **River Island Customer Mindset Survey Gift Card Competition** (the "**Competition**").

3. How to enter

- 3.1 The Competition will run from 5pm (GMT) on 18th April 2023 (the "Opening Date") to 5pm (GMT) on 2nd May 2023 (the "Closing Date") inclusive.
- 3.2 All Competition entries must be submitted by no later than 5pm (GMT) on the Closing Date. All Competition entries received after the Closing Date are automatically disqualified.
- 3.3 To enter the Competition, eligible Entrants must complete the targeted customer online survey sent to them via email by River Island before 5pm (GMT) on the Closing Date.
- 3.4 River Island will **not** accept:
- (a) responsibility for Competition entries that are lost, mislaid, damaged or delayed in transit, regardless of cause, including, for example, as a result of any posting failure, equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or
 - (b) proof of posting or transmission as proof of receipt of entry to the Competition.
- 3.5 By submitting a Competition entry, you are agreeing to be bound by these terms and conditions.
- 3.6 The Competition entries will be entered into a draw and the winner will be selected by a computer process that produces verifiably random results.

4. Eligibility

- 4.1 The Competition is only open to all residents in the UK aged **18** or over (“Entrants”), **except:**
- (a) employees of the River Island or its holding or subsidiary companies;
 - (b) employees of agents or suppliers of River Island or its holding or subsidiary companies, who are professionally connected with the Competition or its administration; or
 - (c) members of the immediate families or households of (a) and (b) above.
- 4.2 In entering the Competition, you confirm that you are eligible to do so and eligible to claim the Prize. River Island may require you to provide proof that you are eligible to enter the Competition.
- 4.3 River Island will not accept Competition entries that are:
- (a) automatically generated by computer;
 - (b) completed by third parties or in bulk;
 - (c) illegible, have been altered, reconstructed, forged or tampered with;
 - (d) photocopies and not originals; or
 - (e) incomplete.
- 4.4 There is a limit of one entry to the Competition per person. Entries on behalf of another person will not be accepted and joint submissions are not allowed.
- 4.5 River Island reserves all rights to disqualify you if your conduct is contrary to the spirit or intention of the Competition.

5. The Prize

- 5.1 The winner will receive the Competition Prize (“the Prize”) which is:
- (a) A £150 River Island digital gift card to spend either online or in-store across all ranges (the “**Prize**”). River Island will contact the winner via email and will send their gift card to them digitally.
- 5.2 Prizes are subject to availability. There is no alternative for the Prize.
- 5.3 The Prize is supplied by River Island. River Island reserves the right to replace the Prize with an alternative prize of equal or higher value if circumstances beyond River Island’s control makes it necessary to do so.

- 5.4 The Prize is not negotiable or transferable.
- 5.5 In order to claim the Prize, the winner needs to reply to the email sent to them by River Island by no later than 5pm (GMT) on 19th May 2023, so the gift card can be sent to them digitally.

6. Winners

- 6.1 The decision of River Island is final, and no correspondence or discussion will be entered into.
- 6.2 River Island will contact the winner personally as soon as practicable, using the **email address** used to enter the Competition.
- 6.3 River Island must make available information that indicates that a valid award took place. To comply with this obligation River Island will send the surname and county of major prize winners and, if applicable copies of their winning entries, to anyone who emails customer.services@river-island.com within one month after the Closing Date of the Competition.
- 6.4 If you object to any or all of your surname, town or county and winning entry being published or made available, please contact River Island customer.services@river-island.com. In such circumstances, River Island must still provide the information and winning entry to the Advertising Standards Authority on request.

7. Claiming the Prize

- 7.1 If you are the winner of the Competition, the winner must reply to the email sent by River Island by no later than 5pm (GMT) on 19th May 2023, and then the winner will then receive the gift card link via email. If you do not claim the Prize by this date, your claim will become invalid.
- 7.2 The Prize may not be claimed by a third party on your behalf.
- 7.3 River Island will make all reasonable efforts to contact the winner. If the winner cannot be contacted or is not available or has not claimed the Prize by 5pm (GMT) on 19th May 2023, River Island reserves the right to offer the Prize to the next eligible Entrant selected from the entries that were received before the Closing Date.
- 7.4 River Island does not accept any responsibility if you are not able to take up the Prize.

8. Limitation of liability

Insofar as is permitted by law, River Island, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the Prize except where it is caused by the negligence of River Island, its agents or distributors or that of their employees. Your statutory rights are not affected.

9. Data protection and publicity

- 9.1 River Island will only process your personal information as set out in the <https://www.riverisland.com/privacy> and <https://www.riverisland.com/useful-information/privacy-notice-cookies>. See also condition 6.3 and condition 6.4, with regard to the announcement of winners.

10. General

- 10.1 If there is any reason to believe that there has been a breach of these terms and conditions, River Island may, at its sole discretion, reserve the right to exclude you from participating in the Competition.
- 10.2 River Island reserves the right to hold void, suspend, cancel, or amend the Prize or the Competition where it becomes necessary to do so.
- 10.3 These terms and conditions shall be governed by English law, and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.