

# Download. Use. Win. Mobile app prize draw – Terms and conditions and important information.

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# Download. Use. Win. Mobile app prize draw

These Terms and Conditions (“Terms”) govern this Promotion. Participation and/or claim

instructions form part of the Terms which you will be deemed to have accepted if you participate. Please read the following Terms carefully and keep a copy for your information.

Please note that apple is in no way associated with and does not promote or sponsor this prize draw in any way.

## 1. Eligibility

- 1.1 Only open to residents of the UK, (inc. Channel Islands and Isle of Man) aged 18 or over who have the Tesco Mobile pay as you go or Tesco Mobile pay monthly app downloaded on their phone and have a valid and up to date pay as you go or pay monthly account with Tesco Mobile.
- 1.2 Secondes to Tesco Mobile or employees of its affiliates, subsidiaries, advertising or promotion agencies are not eligible.

## 2. Participation

- 2.1 To enter, customers must open either the Tesco Mobile pay as you go or Tesco Mobile pay monthly app between the first and last day of the relevant calendar month (“Promotional Period”) and opt-in to the competition by texting YES to 28901.
- 2.2 This in an ongoing Promotion and promoter reserves the right to terminate the Promotion following the completion of any given Promotional Period.
- 2.3 The promotion in respect of the £100 Tesco gift card vouchers will terminate on 9 January 2023. However, the remaining

promotion will continue indefinitely. Customers will be entered into the Promotion on a recurring basis unless they choose to opt-out by texting STOP to 28901 or if they do not use the Tesco Mobile pay as you go or Tesco Mobile pay monthly app within the calendar month.

- 2.4 All valid entries will be entered into a prize draw.

## 3. Prize details

- 3.1 Only one entry per person, per phone number throughout each Promotional Period is permitted.
- 3.2 10 x £100 Tesco gift card (“Prize”) per Promotional Period available for pay as you go and pay monthly customers and 4 x £1000 Tesco gift card (“Prize”) per Promotional Period available for pay monthly customers only. Full gift card terms and conditions can be found here. Maximum of one Prize per customer. The winners will be selected in a random draw by Promoter’s independent agent. Prizes cannot be exchanged, are not transferable and no alternatives are available. In the event of circumstances outside its control, the Promoter reserves the right to provide similar substitutes of equal or greater value to the stated prizes.

## 4. Winner notification

- 4.1 Winners will be notified by text, within 10 working days of the end of each Promotional Period. If for any reason, a winner fails to respond to communication within 10 working days of the initial email notification, the Promoter reserves the right to award the prize to a reserve entrant selected in the

same manner.

- 4.2 Prize winners will need to respond to a text message they will receive asking for confirmation of their email address. Once their email address has been confirmed, an email will be sent explaining how to redeem their prize.

## 5. Data privacy

- 5.1 Any personal data relating to entrants will be used solely for the purposes of this Promotion by the Promoter and/or by any agent(s) appointed by it to assist with running the Competition on behalf of the Promoter and will not be disclosed to a third party for any other purpose without the individual's prior consent. By entering the promotion, entrants consent to their personal data being used by the Promoter and/or by any agent(s) appointed by it for the purposes of administering the Competition (including publishing your full name and county and/or disclosing it to third parties on request if you are the winner and/or participating in reasonable promotional activity as detailed below) and any other purposes to which you have consented. Any data collected will be used in accordance with the Promoter's Privacy Policy, which is available here.

## 6. Frequently asked questions

- 6.1 **How do I opt in to the prize draw?**  
Opt in to the prize draw by texting YES to 28901 from your Tesco Mobile phone
- 6.2 **How do I know the text is genuine?**  
The text notifying winners will be sent from the same short code that the confirmation of opt in was received from

which is 23428.

- 6.3 **How often can I win?**  
Once within any promotional period.
- 6.4 **How do I opt out of the prize draw?**  
Opt out of the prize draw by texting stop to 28901 from your Tesco Mobile phone.
- 6.5 **How long will the voucher last for?**  
Vouchers will be valid for at least one year from the time of issuance.
- 6.6 **How do I claim my prize?**  
We will contact the prize draw winners text message, which will explain how to claim your prize.
- 6.7 **How will I receive my prize?**  
Your Tesco e-Gift will be emailed to you from [reward@mytescomobile.com](mailto:reward@mytescomobile.com).
- 6.8 **When will I receive my prize?**  
We aim to get your Tesco e-Gift to you via email within 48 hours of you claiming it.
- 6.9 **Can I use my prize straight away?**  
Yes, once your Tesco e-Gift arrives, you can use it straight away.
- 6.10 **How do I redeem my prize?**  
Please present your printed Tesco Digital Gift Card at the till. The barcode should be clearly printed and visible to the Tesco colleague. If using your mobile device, you will be asked to present the barcode to the scanner by the Tesco colleague.  
  
If the barcode does not scan then a Tesco colleague can manually input the Digital Gift Card number (19 digits) and pin (4 digits) which will be located above the barcode.

If this does not work then the Tesco Digital Gift Card will require manual authorisation. Please go to the customer service desk for further help and information.

#### 6.11 **Where can I redeem my prize?**

Tesco e-Gifts can be used in UK Tesco stores, but not online or in petrol stations.

The use of the Tesco e-Gift is subject to the following Terms and Conditions:

Treat this digital gift card like cash, lost or stolen digital gift cards cannot be replaced.

Redeem at any UK Tesco store, excluding Republic of Ireland. Excludes purchases from Tesco Petrol Stations. You can check your available balance at any Tesco store or by calling 03450 757 757\*

Digital gift cards cannot be used online

Digital gift cards cannot be exchanged for cash or credit

Damaged, altered or cancelled digital gift cards will not be accepted

#### 6.12 **How do I check the remaining balance of my prize?**

To check your available card balance please call 03450 757 757

PROMOTER: Tesco Mobile Limited, Tesco House, Shire Park, Kestrel Way, Welwyn Garden City, Hertfordshire, AL7 1GA. VAT No. 815384524 (“Tesco Mobile” or the “Promoter”).

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