

AO RETAIL LIMITED EXPERIENCE VOUCHER PRIZE DRAW

TERMS AND CONDITIONS

By entering this Prize Draw (the “**Prize Draw**”) you (the “**Participant**”) agree to be bound by these Terms and Conditions (the “**Terms and Conditions**”). Any information or instructions published by the Promoter about the Prize Draw at <http://ao.com/> form part of these Terms and Conditions.

The Promoter

1. The Promoter of this Prizes 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 11th September 2020 until 23.59 (GMT) on 18th September 2020 (the “**Promotion Period**”).

Eligibility

3. This Prize Draw is open to UK (excluding Northern Ireland) residents aged 18 or over and will be automatically entered into Prize Draw to win the cost of your product back (“**Participant**”).

4. Employees or agents of the Promoter or any of its group companies or their families or households or anyone professionally connected to this Prize Draw are not eligible to enter.

Prizes

5. The Prize carries no cash value, is non-transferable and may not be substituted by the winner. The Promoter may substitute a Prize of equal or greater value for the Prize.

Entry

6. Participants are automatically entered into the prize draw by purchasing selected LG TVs from AO.Com

7. 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.

Winner Selection

8. A winner a day, 8 in total, will be randomly selected.

9. The winner will be notified by a member of the AO team by telephone to let them know they have won.

10. The purchase price will be refunded through the original method of payment 30 days after the delivery date. If you have paid on finance, this will be refunded to your finance account. We will not refund the price of any interest on your finance account. We will refund the price you paid at purchase. Any services, such as delivery, installation and additional warranties purchased will not be refunded.

11. Should you return the product prior to the 30 day returns period you will not be eligible for the promotion.

12. In the event that a winner or substitute winner is unreachable, ineligible, the winner or substitute winner shall forfeit their Prize and it will be awarded to a substitute winner, which shall be the next Entry selected at random.

13. Details of the winner will be made available on request.

Privacy and Data Protection

14. The Promoter reserves the right to publish the name and town of residence of the winner. The winner may be required to participate in the Promoter's marketing and promotional activities and by entering the Prize Draw consents to such participation, using such channels as Facebook and Instagram

15. The Promoter may use any personal information in accordance with its privacy policy available at <http://ao.com/help-and-advice/help-with-my-product/privacy-and-security>

General

16. 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.

17. 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.

18. 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.

19. By entering the Prize Draw, the Participant agrees to release the Promoter from any liability whatsoever for any claims, costs, injuries, losses, or damages of any kind arising out of or in connection with the Prize Draw or with the acceptance, possession, attendance at or use of any Prize (except death or personal injury caused by the Promoter's negligence, for fraud, or otherwise as prohibited by law).

20. This Prize Draw is governed by English law and the parties submit to the non-exclusive jurisdiction of the courts of England and Wales.