

## Winter 2023 Not Ready To Order - Terms and Conditions

1. The Promotor of this competition is Certas Energy UK Limited ("Promotor").
2. This competition is open to the Promoter's customers and prospective customers in the UK aged 18 years or over, excluding employees and their immediate families of Certas Energy and its associated companies in the DCC PLC group, its agencies or anyone else professionally connected with the competition.
3. To enter the competition, you must complete the required fields on [www.certastankfill.co.uk](http://www.certastankfill.co.uk) which will be set live on Tuesday 15<sup>th</sup> August 2023 at 1am Your submission of an entry will be deemed to be acceptance of these terms and conditions and any other requirements set out in the promotional material as if they were set out in these terms and conditions.
4. [To be eligible to be entered into the draw, you must complete the form hosted on [www.certastankfill.co.uk](http://www.certastankfill.co.uk)
5. The Promoter 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 postal 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.
6. By submitting a competition entry, you confirm that you are eligible to do so and eligible to claim any prize you may win. The Promoter may require you to provide proof that you are eligible to enter the competition.
7. There is a limit of one entry to the competition per household. Entries on behalf of another person will not be accepted, and joint submissions are not allowed.
8. The promotion opens on [Tuesday 15<sup>th</sup> August 2023] and closes on [Sunday 31<sup>st</sup> December at midnight] (the "Promotional Period").
9. The Promoter 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.
10. [5] winners will be drawn at random, and the prize is 5 x £100 Love To Shop Vouchers (the "Prize").
11. The Prize is non-transferable and cannot be substituted for a cash alternative or used against an alternative product.
12. The winners will be drawn at random from all entries with corresponding orders placed in the Promotional Period. The random draw for the Prize will take place on Monday 8<sup>th</sup> January 2024 ("Draw Date"). Certas Energy's decision is final in all promotional matters, and no correspondence will be entered into.

13. The winners will be notified by email or telephone (using details provided at entry) as soon as practicable after the Draw Date and must provide a postal address to claim their prize.
14. The Promoter accepts no responsibility for entries not successfully completed due to a technical fault, technical malfunction, computer hardware or software failure, satellite, network or server failure of any kind.
15. The prize cannot be used in conjunction with any other offer/promotion.
16. The Promoter must either publish or make available information that indicates that a valid award took place. To comply with this obligation, the Promoter will contact the prize winner directly and, if applicable, copies of their winning entries to anyone who emails [digital@certasenergy.co.uk](mailto:digital@certasenergy.co.uk) or writes to 1st Floor, Allday House, Warrington Road, Birchwood, WA3 6GR (enclosing a self-addressed envelope) within one month after the Draw Date. If you object to any or all of your surname, county and winning entry being published or made available, please email [digital@certasenergy.co.uk](mailto:digital@certasenergy.co.uk). In such circumstances, the Promoter must still provide the information and winning entry to the Advertising Standards Authority on request
17. The Promoter will make all reasonable efforts to contact the winner. If the winner cannot be contacted or is not available, or has not claimed their prize within 14 days of the Announcement Date, the Promoter reserves the right to offer the prize to the next eligible entrant selected from the correct entries that were received before the Closing Date.
18. The Promoter does not accept any responsibility if you cannot take up the prize.
19. Certas Energy has the right to disqualify any entry not made in accordance with these terms and conditions, which it has reason to believe has been made in bad faith or if your conduct is contrary to the spirit or intention of the prize competition.
20. The Promoter reserves the right to replace the prize with an alternative prize of equal or higher value if circumstances beyond the Promoter's control make it necessary to do so.
21. To the maximum extent permitted by law, Certas Energy shall not be liable for any loss and/or personal injury suffered by the winner as a result of their participation in the competition.
22. Certas Energy reserves the right to withdraw, amend or temporarily suspend the competition at its absolute discretion, provided that it shall not exercise this right unreasonably.
23. The competition and these terms are governed by English law and subject to the exclusive jurisdiction of the English courts.
24. The provision of the Prize shall be subject to the following terms and conditions: <https://certasenergy.co.uk/policies/domestic-terms-conditions>
25. IMPORTANT DATA PROTECTION INFORMATION: Personal data supplied during the course of this promotion will only be processed as set out in the Promoter's privacy policy <https://certasenergy.co.uk/policies/privacy-policy>. See also *Condition 16* with regard to the announcement of winners.