

## Golden Centre – Customer Service Star Nominations 2022

### Terms and Conditions

1. The 'Promoter' is Golden Centre Holdings Limited, PO Box 5502, Moray Place, 9058.
2. There are twelve monthly promotional periods in 2022 – January, February, March, April, May, June, July, August, September, October, November and December. Each 'Promotional Period' commences at 9am on the first day of the respective calendar month and concludes at 6pm on the last day the same calendar month.

#### *The Promotion*

3. The promotional mechanics are defined as follows:
  - a. Simply complete the entry form accessible by clicking on the link in the Customer Service Star website article and tell us the name of a retailer staff member in the Golden Centre who you think delivers great customer service, why you think so and the store in which he, she or they work.
  - b. One winning entry will be randomly selected on the first day of the month after the relevant Promotional Period and the Winning Entrant will be contacted thereafter. For example, one winning entry will be randomly selected on 1 February from all those submitted between 1-31 January.
  - c. Only one entry per person is permitted.

#### *The Prize*

4. The Prize consists of a gift card to the value of \$50 to spend in a Golden Centre store of the Winner Entrant's choice. Stores from which a gift card can be chosen include Acquisitions, Bed, Bath N' Table, EB Games, I Love Paris, Just Cuts, Laser Clinics New Zealand, Paper Plus, Pascoes the Jeweller, Platypus, Stewart Dawsons, Timezone, The Body Shop or Venturi.
5. The Winning Entrant will be asked by a representative of the Promoter from which store he she or they would like a \$50 gift card.
6. The representative of the Promoter will source this on behalf of the Winning Entrant and arrange a convenient day and time to present this to him, her or they in person. Alternatively, the prize may be posted using NZ Post's standard service, should the Winning Entrant prefer.

#### *General Terms and Conditions*

7. Entry into this Promotion is open to New Zealand residents over the age of 18 years.
8. The Promoter reserves the right to refuse to award any Prize to an Entrant who the Promoter decides (in its sole discretion) has violated the Rules (including the Specific Rules) or gained unfair advantage in participating in the Promotion.
9. By entering the Promotion, the Entrant is deemed to have accepted these terms and conditions and to have agreed to be bound by them.
10. Entries will only be accepted in the manner prescribed in the promotional content on this website, which may be varied at the sole discretion of the Promoter.
11. Only entries received by the closing date of a Promotional Period, as defined in clause 2 will be valid.
12. Entries deemed by the Promoter to contain illegible information will result in the entry being invalid.
13. Failure to supply all requested information at the time of submitting an entry will result in the entry being invalid.
14. Personal information provided at the time of entry is presumed to be true.
15. All entries become the property of the Promoter and may be used for promotional and marketing purposes.
16. The Winning Entrant will be notified that he, she or they have won the Prize by 5pm on the first day of the month following the relevant Promotional Period.
17. If the Winning Entrant cannot be contacted within 2 (two) days of being selected as a Winner, the Winning Entrant will forfeit the Prize with no right of compensation and another winner will be selected.
18. By entering the Promotion, the Winning Entrant agrees to participate in promotional activities relating to the Prize as required by the Promoter.
19. By participating, the Winning Entrant grants the Promoter exclusive permission to use both his, her or their name, together with details of the entry in connection with the Promotion and for future promotion and marketing purposes and waive any claims to royalty, right or remuneration for such use.
20. No responsibility will be taken for late/lost/misdirected mail, email, or any other form of communication in connection with the Promotion.
21. The Promoter is not liable for damage to or loss of a Prize that is sent via post or courier to a Winner.
22. Full details of the Prize will be given in writing upon request.
23. The Prize cannot be redeemed or exchanged for cash.
24. The Prize is subject to the terms and conditions associated with the issuance and redemption of the Prize.

25. The Promoter reserves the right to amend, vary, extend, or discontinue the Promotion at any stage, for any reason.
26. The Promoter takes no responsibility for any inability to complete, continue or conclude the Promotion due to equipment or technical malfunction, Force Majeure or otherwise.
27. Subject to any applicable law which cannot be excluded, the Promoter and its employees are not responsible for any loss or damage whatsoever that is suffered (including but not limited to indirect or consequential loss) or for personal injury suffered or sustained during the course of accepting or using the Prize.
28. The Winning Entrant is responsible for all insurance, tax or other costs that may be associated with the Prize.
29. Notwithstanding anything contained within, in all circumstances the decision of the Promoter in relation to any aspect of the Promotion is final and no correspondence will be entered into.