

Michael Hill Customer Feedback Competition

Terms and Conditions

1. Information on how to enter and the prize form part of these Terms and Conditions. Participation in the Michael Hill Customer Feedback Competition ("**Competition**") is deemed acceptance of these Terms and Conditions.

Promoter

2. The promoter is Feedback ASAP Pty Ltd (ABN 53 146 056 331) St Kilda Rd Towers, Level 1, 1 Queens Road, Melbourne, Victoria 3004.

Competition Period

3. The period of this Competition begins at 12:00:00am (AEDT) on 1st April 2023 and ends at 11:59:59pm (AEST) 30th September 2023 on ("Competition Period").

Eligibility to Enter

4. Entry is only open to Australian and New Zealand residents aged 18 years and over, who are current or former customers of Michael Hill (Australia) Pty Ltd ABN 82 003 181 333 or Michael Hill Limited Co No. 106106 (together, "Michael Hill"), who have received a promotional SMS or email from the Promoter.
5. Employees (and their Immediate Family Members) of the Promoter or Michael Hill, or any related body corporate of the Promoter or Michael Hill, as well as any agency associated with this Competition are ineligible to enter. Immediate Family Members means any of the following: spouse, ex-spouse, de-facto, ex-de-facto, child, or stepchild (whether natural or by adoption), parent, stepparent, grandparent, step grandparent, uncle, aunt, niece, nephew, brother, sister, stepbrother, stepsister or first cousin.

How to Enter

6. To enter the Competition, an eligible entrant must complete one of the following mechanics during the Competition Period:
 - (A) **SMS Entry**: (i) click on the link provided in the SMS that they receive from the Promoter to be directed to the promotional website; and (ii) input the requested personal details and answer all the questions in the survey as prompted on the promotional website and submit the fully completed survey.
 - (B) **Website Entry**: (i) click on the link provided in the email that they receive from the Promoter to be directed to the promotional website; and (ii) input the requested personal details and answer all the questions in the survey

as prompted on the promotional website and submit the fully completed survey.

- (C) **NFC Entry:** (i) use their phone in-store if they have NFC active in their settings. They tap their phone as instructed in-store and will be directed to the promotional landing page; and (ii) input the requested personal details and answer all the questions in the survey as prompted and submit the fully completed survey.
- (D) **QR Entry:** (i) use their mobile phone in-store to scan the QR code to access the survey link. They tap their phone as instructed in-store and will be directed to the promotional landing page; and (ii) input the requested personal details and answer all the questions in the survey as prompted and submit the fully completed survey.
- (E) **Flyer Entry:** (i) follow the instructions on the flyer and using their mobile phone send a text to the number listed and then click on the survey link in the reply text they receive; and (ii) input the requested personal details and answer all the questions in the survey as prompted and submit the fully completed survey.

- 7. For the sake of clarity, the entrant will be the person whose name is registered on Michael Hill account relevant to the mobile phone number or email address submitted on entry (SMS or Email) or the contact details used to enter (NFC entry).
- 8. Only one (1) entry permitted per person per feedback request.

Prize Draws

- 9. Entries open and close for the draw on the date and time specified in the table below. The prize draw will be conducted by Feedback ASAP Pty Ltd, St. Kilda Rd Towers, Level 1, 1 Queens Road Melbourne, Victoria 3004 at 12noon on the dates specified in the table below.

Prize Draw	Entries Open	Entries Close	Draw Date
1	12:00:00am (AEDT) 1 st April 2023	11:59:59pm (AEST) on 30 th September 2023	10 th October 2023

- 10. The winner of the Prize Draw Period (referred to in the above table) will be notified by telephone within two (2) days of the draw. If the winner is located in the ACT they will be contacted by mail. The winner's name will be published on www.michaelhill.com.au and www.michaelhill.co.nz within 7 days of the relevant draw.

Prizes

11. The first valid entry drawn in the prize draw will win a \$2,500 Michael Hill Gift Card.
12. The Michael Hill Gift Card will be posted to the winner by registered mail and is valid for 3 years from the date of card issue. The Michael Hill Gift Card is subject to its terms of issue available at www.michaelhill.com.au (for Australian residents) and www.michaelhill.co.nz (for New Zealand residents). The Promoter accepts no liability for a defective Gift Card however, if necessary, will provide reasonable assistance to a winner to ensure a replacement Michael Hill Gift Card is provided.
13. Any ancillary costs associated with redeeming the Michael Hill Gift Card are not included. Michael Hill Gift Card cannot be exchanged for cash (unless required by law) or used to make payment on a credit account. Returns will be refunded to the Michael Hill Gift Card. Full terms and conditions of the Michael Hill Gift Card apply and are viewable at www.michaelhill.com.au (for Australian residents) and www.michaelhill.co.nz (for New Zealand residents).

Unclaimed Prize Draw/s

14. If a prize is still unclaimed after three calendar months of the original prize draw, the Promoter will conduct a further draw for the prize at the same time and place as the original prize draw, subject to any directions from any regulatory authority. The Date for the draw would be the 10th of January 2024.
15. The winner of an unclaimed prize draw will be notified by telephone and SMS within two (2) days of the draw. If the winner is located in the ACT they will be contacted by mail. The winner's name will be published on www.michaelhill.com.au and www.michaelhill.co.nz within 7 days of the relevant draw.

General

16. By entering the Competition, each customer and eligible participant consents to the collection of their personal information by Michael Hill. Personal information collected will be used to facilitate the administration of this Competition, marketing of the Competition and to allow Michael Hill to communicate with customers and eligible participants.
17. Michael Hill will collect and store personal information in accordance with the terms of their respective privacy policies, copies of which can be accessed at www.michaelhill.com.au/privacy or www.michaelhill.co.nz/privacy. The winner consents to the publication of their name and suburb of residence as required by law.
18. This is not a game of skill. The prize winner will be selected by Feedback ASAP Pty Ltd at random through an automatic selection process.

19. Incomplete entries will be deemed invalid and removed from the draws. The promoter's decision is final, and no correspondence will be entered into.
20. The total value of the prize pool is \$2,500.
21. The prize is not transferable or exchangeable and cannot be taken in any other form (including not being able to be taken as cash).
22. Subject to the unclaimed prize draw clause 14, if for any reason a winner does not take possession of their prize by the times stipulated by the Promoter, then the prize will be forfeited.
23. The draw will be conducted by Feedback ASAP, St Kilda Rd Towers, Level 1, 1 Queens Road, Melbourne Victoria 3004.
24. Any entrant (who the Promoter automatically enters the Competition when they provide Feedback) who no longer wishes to participate in the Competition can email support@feedbackasap.com and request for their entry to be removed from the relevant draw.