

This Promotion Overview and the Terms and Conditions that follow describe the 'Geberit and Institute of Customer Service Business Benchmarking Survey 2024 Prize Draw' and shall be deemed to be accepted by any person entering the prize draw.

Promotion Overview: All persons must complete the Geberit and Institute of Customer Service Business Benchmarking Survey 2023 Prize Draw and enter the Prize Draw between the period of Monday 7<sup>th</sup> October 2024 and Friday 8<sup>th</sup> November 2024.

The prize: The prize is an iPad Mini 64GB.

#### Terms and Conditions

1. This prize draw/s is open to residents of the UK, Channel Islands, Isle of Man and Republic of Ireland aged 18 years or over, except employees of Geberit Sales Ltd "Geberit", Geberit Service and their families.
2. Details of how to enter form part of the terms and conditions. It is a condition of entry that all rules are accepted as final and that the competitor agrees to abide by these rules. The decision of the winner is final, and no correspondence will be entered into.
3. All surveys must be completed by 11.59pm Friday 8<sup>th</sup> November 2024.
4. The winner will be contacted within 14 days of the closing date of the prize draw. Should Geberit Sales Ltd be unable to contact the winner or should the winner be unable to accept the prize, Geberit Sales Ltd reserves the right to award the prize to an alternative winner, drawn in accordance with these terms and conditions.
5. Late, illegible, incomplete, defaced or corrupt entries or entries sent through agencies and third parties will not be accepted. No responsibility can be accepted for lost entries and proof of dispatch will not be accepted as proof of receipt. The winner will be drawn at random from all entries received by the closing date.
6. The prize as described is available on the date of publication.
7. The prize is subject to availability, non-transferable and there are no cash alternatives.
8. The winners may be required to participate in publicity.
9. Events may occur that render the prize draw itself or the awarding of the prize impossible due to reasons beyond the control of Geberit Sales Ltd and accordingly Geberit Sales Ltd may at its absolute discretion vary or amend the promotion and the entrant agrees that no liability shall attach to Geberit Sales Ltd as a result thereof.
10. Geberit Sales Ltd is responsible for the provision of the prizes.