

# my account feedback prize draw terms



1. The prize draw is open to all toob customers with a live or pending service aged 18 years or over, except employees of the Promoter, their families, agents or any third party directly associated with administration of the prize draw.
2. The prize draw is free to enter, and no purchase is necessary.
3. Only one entry per household is permitted.
4. To enter, complete and submit the "my account" feedback survey at [toob.co.uk/myaccount](https://toob.co.uk/myaccount), providing a valid customer email address where prompted, between 09:00 GMT 28<sup>th</sup> January 2025 and 23:59 GMT 14<sup>th</sup> February 2025 ("Competition Period"). Entries received after this time will not be accepted.
5. The Promoter accepts no responsibility for entries that are lost, delayed or not successfully completed due to a technical fault of any kind.
6. One winner will be chosen by random draw from all valid entries after the end of the Competition Period.
7. The winner will receive one £100 Amazon.co.uk Gift Card. For full voucher terms and conditions see [amazon.co.uk/gc-legal](https://amazon.co.uk/gc-legal).
8. The winner will be notified by email within seven days of the end of the Competition Period. If a winner does not respond to the Promoter within thirty days of being notified by the Promoter, then the winner's prize will be forfeited, and the Promoter will be entitled to select another winner in accordance with the process described above.
9. The prize for the winner is non-exchangeable, non-transferable and no cash alternative is offered.
10. 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 makes it necessary to do so.
11. The decision of the Promoter regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.
12. The Promoter will send the surname and county of major prize winners to anyone who writes to the Promoter (enclosing a self-addressed envelope) within one

month after the end of the Competition Period. If you object to any or all of your surname, county and winning entry being published or made available, please contact the Promoter. In such circumstances, the Promoter must still provide the information and winning entry to the Advertising Standards Authority on request.

13. Participants are deemed to have accepted and agreed to be bound by these terms and conditions upon entry. The Promoter reserves the right to refuse entry, or refuse to award the prize, to anyone in breach of these terms and conditions.
14. The Promoter reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so.
15. Personal data supplied during the course of this promotion will only be processed as set out in the Promoter's Privacy Policy available at [www.toob.co.uk/privacy](http://www.toob.co.uk/privacy). See also condition 12 with regard to the announcement of winners.
16. These terms and conditions and this promotion are governed by English law. If any entrants to this promotion wish to take court proceedings, then they must do this within the courts in the United Kingdom.
17. The Promoter of this prize draw is toob Limited of Building 4000, Lakeside North Harbour, Western Road, Portsmouth, PO6 3EN.