

# CUSTOMER SERVICE SURVEY CONTEST RULES & REGULATIONS

Revised April 29, 2022

---

The CUSTOMER SERVICE SURVEY contest (the "**Contest**") is administered by Save-On-Foods Limited Partnership ("**Save-On-Foods**").

## 1. **How to Enter**

Complete the customer service survey using your custom transaction code at [www.saveonfoods.com/survey](http://www.saveonfoods.com/survey) during a Contest Period (as defined in Section 3 below), and you will be electronically entered into the Contest.

## 2. **No Purchase Necessary**

No purchase is necessary to enter the Contest. To enter without a purchase, fill in a survey form at the contest qualification page [here](#). Limit of one no purchase entry per person per day.

## 3. **Contest Period**

The Contest is a monthly draw, and each monthly Contest period begins at 12:00 am (Pacific Time) on the first day of each calendar month and closes at 11:59 pm (Pacific Time) on the last day of that same calendar month (the "**Contest Period**"). All entries must be received no later than the close of the Contest Period. Save-On-Foods reserves the right to terminate the Contest at the end of any Contest Period, without prior notice.

## 4. **Prize Drawing**

On the 10th day of each month, at approximately 10:00 am (Pacific Time), a random draw from all entries received within the previous Contest Period will be conducted at Save-On-Foods' head office in Langley, British Columbia. Save-On-Foods' computer system will be used to make a random draw or random draws, as the case may be. The odds of winning a Prize (as defined in Section 5 below) in each Contest Period are dependent upon the total number of entries received.

## 5. **Prize**

Each month, there is one (1) prize available to be won, consisting of Save-On-Foods gift cards in varying denominations totaling \$1,000.00 (each a "**Prize**"). Gift card terms and conditions may apply; see gift card for details.

The approximate retail value of each Prize is \$1,000.00 CAD.

## 6. **Prize Not Transferable and No Substitutions**

Each Prize must be accepted as awarded. No cash equivalent or exchange of a Prize is permitted. All aspects of a Prize are non-transferable. Save-On-Foods reserves the right to make substitution for a Prize, which, in the opinion of Save-On-Foods, is of similar kind or value, without prior notice. Any and all expenses, costs and all local, provincial or federal taxes or sales taxes resulting from winning and accepting a Prize are the responsibility of the winner.

## 7. **Notification**

The entrants whose names are drawn will be contacted by Save-On-Foods. Save-On-Foods will only contact selected entrants. Attempts will be made to contact the selected entrants during regular business hours for a period of five (5) business days after the date of the Prize draw. If a

selected entrant cannot be contacted, fails to respond to any telephone messages left by Save-On-Foods within this period, or the Prize is refused, then he/she will forfeit any right to the Prize and Save-On-Foods may, in its sole discretion, select an alternate winner or withdraw the Prize.

It is the entrant's responsibility to keep his/her mailing address and phone number current with Save-On-Foods.

**8. Distribution of Prize**

Selected entrant must claim their Prize as directed by Save-On-Foods by no later than ten (10) business days after the date of the Prize draw. If the selected entrant has not claimed the Prize within this period, then he/she will forfeit any right to the Prize and Save-On-Foods may, in its sole discretion, select an alternate winner or withdraw the Prize.

**9. Eligibility**

This Contest is open to Canadian residents, excluding residents of Quebec, who have reached the age of majority in the Province/Territory in which they reside. Directors, officers and employees of Save-On-Foods, and its advertising and promotional agencies are not eligible to enter this Contest nor are their immediate family (father/mother, brother/sister, son/daughter) or persons living under the same roof with them.

**10. Entries Property of Save-On-Foods**

All entries are the property of Save-On-Foods and will not be returned for any reason whatsoever.

**11. Contest Rules & Regulations**

By participating in the Contest, the entrants unconditionally agree to be bound by these Contest Rules & Regulations. The entrants further agree to be bound by the decisions of Save-On-Foods regarding the Contest Rules & Regulations or in any way relating to this Contest, as may be determined by Save-On-Foods in their sole discretion, which will be final and binding in all respects.

**12. Privacy / Use of Personal Information**

Save-On-Foods will collect and use the name and such personal information (telephone number, e-mail address) of each entrant as is necessary for the administration of the Contest. The contents of each survey are governed by the privacy policy of Save-On-Foods, which can be found at [www.saveonfoods.com/privacy-policy](http://www.saveonfoods.com/privacy-policy).

**13. Skill-Testing Question**

Before being declared a Prize winner, a selected entrant must successfully answer (without assistance or mechanical aid), a time-limited mathematical skill-testing question (a "**Skill-Testing Question**") as a condition to receiving a Prize. A Skill-Testing Question will be administered to each selected entrant as part of the required declaration, release and waiver form.

**14. Disqualification**

Save-On-Foods reserves the right, in its sole discretion, to disqualify any selected entrant who:

- (a) cannot be reached by Save-On-Foods by telephone or has not responded to telephone messages left within five (5) business days of the Prize draw;
- (b) is unwilling or unable to comply with these Contest Rules & Regulations;
- (c) has not correctly answered the Skill-Testing Question within the allotted time
- (d) has not claimed the Prize as directed by Save-On-Foods within ten (10) business days of the Prize draw;
- (e) has tampered or attempted to tamper with the entry process or the operation of the Contest;

- (f) has not signed and returned the declaration, release and waiver form in the form required by Save-On-Foods within ten (10) business days of the Prize draw;
- (g) for any reason whatsoever is unable or does not wish to accept the Prize as awarded;
- (h) is not eligible by law; or
- (i) is deemed by Save-On-Foods, in its sole discretion, to be ineligible, disqualified, or in non-compliance for any reason whatsoever.

In all such cases, the selected entrant will forfeit his/her right to the Prize without compensation and Save-On-Foods may, in its sole discretion, select an alternate Prize winner or withdraw the Prize.

**15. No Warranty**

Save-On-Foods and its affiliates, subsidiaries, sponsors, suppliers, or otherwise do not make any warranty, representation or guarantee, express or implied, in relation to a Prize, including without limitation quality, merchantability or fitness for a particular purpose.

**16. Release**

By entering into this Contest, all entrants (including the Prize winners) hereby agree to release, discharge and hold harmless Save-On-Foods and its affiliates, subsidiaries, sponsors, suppliers and advertising, promotion and service agencies involved in this Contest, including all of their respective directors, officers, employees or agents, from any and all loss, harm, liability, claims, damages, causes of action, costs or expense of any kind whatsoever with respect to or arising out of:

- (a) the entrant's participation in the Contest;
- (b) the entrant's participation in any Contest-related activity;
- (c) the entrant's acceptance, use, misuse or any other matter in relation to the Prize;
- (d) the distribution of the Prize; or
- (e) the administration of the Contest.

**17. Limitations of Liability**

Save-On-Foods is not responsible for and will assume no liability for:

- (a) entries which are lost, late, delayed, incomplete, postage due, illegible, damaged, destroyed, irregular, mutilated, forged, garbled, incorrectly addressed, misdirected, mechanically reproduced or are otherwise in any way not entered or eligible for the Contest;
- (b) incorrect or inaccurate information in the entries or in relation to the administration of the Contest whether caused by any of the equipment or programming associated with or utilized in the Contest or by any technical or human error which may occur, including without limitation typographical errors;
- (c) telephone, technical, network, online, electronic or computer failures of any kind regardless of the cause in relation to the administration of the Contest;
- (d) the failure of Save-On-Foods to notify any selected entrant that their name has been drawn for any reason whatsoever;
- (e) the failure of Save-On-Foods to receive a selected entrant's response for any reason whatsoever;
- (f) theft or destruction or unauthorized access to, or alteration of, entries;

- (g) any error in compiling entries;
- (h) any error in awarding Prizes;
- (i) any condition caused by events beyond the control of Save-On-Foods which disrupts or interferes with the Contest; or
- (j) any other similar events or circumstances whatsoever.

**18. Declaration, Release and Waiver Form**

Prior to being awarded a Prize, the selected entrant must sign and return a declaration, release and waiver form in the form required by Save-On-Foods and any other documentation required by Save-On-Foods, which will include without limitation:

- (a) confirmation of eligibility for the Contest;
- (b) a Skill-Testing Question;
- (c) confirmation of compliance with these Contest Rules & Regulations; and
- (d) a release of Save-On-Foods and its affiliates and subsidiaries and all of their respective directors, officers, employees and agents, from any and all liability for any damage or loss related to, resulting or arising from or in connection with the Prize or the Contest.

If Save-On-Foods does not receive the selected entrant's declaration, release and waiver form prior to or concurrently with the awarding of the Prize in accordance with these Contest Rules & Regulations, then such selected entrant forfeit his/her right to the Prize and Save-On-Foods may select an alternate Prize winner or withdraw the Prize.

**19. Use of Name, Image, etc.**

By acceptance of a Prize, Prize winners consent to the use of their name, city and province of residence, biographical information, likeness, videos, photographs, voice, statements or testimonials in any advertising, promotion and for publicity purposes in connection with this Contest, other promotions and for general news and information purposes, without further compensation or notice.

**20. Costs and Expenses and Taxes**

Prize winners will be responsible for any and all costs and expenses in connection with the Prize, including without limitation any licensing, insurance, transportation, taxes or other charges.

**21. Compliance with Laws**

This Contest is subject to all federal, provincial and municipal laws and regulations. These Contest Rules & Regulations are subject to change without notice in order to comply with any applicable federal, provincial or municipal laws.

**22. Reservation of Right to Terminate**

At any time and without notice, Save-On-Foods may cancel, terminate, modify or suspend this Contest in whole or in part or alter the Contest Rules & Regulations.

**23. List of Winners**

For a list of winners with Prize values over one hundred dollars (\$100), entrants may send a self-addressed stamped envelope within fourteen (14) days of each draw date of the Contest to:

Save-On-Foods  
P.O. Box 7200  
Vancouver, BC

V6B 4E4

Attention: Customer Service Survey Contest