



PRESENTED BY

**fonehouse.**

# COMPETITION TERMS & CONDITIONS

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## Scratch Card Giveaway:

1. KTM ONLINE LIMITED (KTM) (The "Promoter") of 7 Treadaway Tech Centre Treadaway Hill, Loudwater, High Wycombe, HP10 9RS ("Promoter") is running a campaign offering customers the opportunity to win one of a number of prizes through their digital scratch card promotion.

2. To enter, entrants must have successfully purchased either a contract handset, contract SIM or SIM free handset from [www.fonehouse.co.uk](http://www.fonehouse.co.uk)

- a. A successful order is defined as having passed the necessary credit checks and being successfully dispatched.
- b. Entrants must be aged 18 or over in England, Scotland, Ireland, Wales or the Channel Islands ("Territory").
- c. Entrants must complete a successful order (per above instructions) between 3rd June 2024, 00:01 to 18th August 2024, 23:59 PM. Closing time (promotion period).

3. Scratch Cards:

- a. Customers will receive a link to a unique digital scratch via their order confirmation email.
- b. Customers will be able to digitally scratch the card to reveal whether they have won a prize.
- c. To claim their prize participants will need to email: [competitions@fonehouse.co.uk](mailto:competitions@fonehouse.co.uk) confirming their name and email address for verification purposes.
- d. Upon receipt of the winning claim from the participant, Fonehouse will respond via email or phone within 48hrs providing further details and expected delivery timeline of the prize.

4. In terms of prizes:

- a. There are 3 main prizes to be won:
  1. 1 new smartphone of your choice (up to the value of £850)
  2. A pair of festival tickets
  3. A £200 voucher for an experience of the winners choice.
- b. There are also a number of discount vouchers codes available to win:
  1. The voucher codes will be valid for and only redeemable on [www.fonehouse.co.uk](http://www.fonehouse.co.uk)
  2. The voucher codes will be valid 12 months.
  - 3.. The voucher codes will be redeemable against a choice of mobile accessories on [www.fonehouse.co.uk](http://www.fonehouse.co.uk)
- c. Regarding the handset:
  1. The choice of handset is to be taken from those currently in stock and listed on [www.fonehouse.co.uk](http://www.fonehouse.co.uk)
  2. The value of the handset is not to exceed £850 (prices based on those currently in stock & listed on [www.fonehouse.co.uk](http://www.fonehouse.co.uk)).
  3. Upon receipt of the winning claim from the customer, Fonehouse will respond via email within 48hrs to confirm the choice of handset, customer delivery details and expected delivery timelines for the handset.

- d. Regarding the Festival tickets:
  - 1. There will be 2 pairs of adult tickets provided.
  - 2. Confirmation and date of the festival will be confirmed upon receipt of the winning claim from the customer.
  - 3. Fonehouse will respond via email within 48hrs providing details of the Festival and expected delivery timeline of the tickets.
  
- e. Regarding the Experience vouchers:
  - 1. Winners will be issued with a voucher in the value of £200.
  - 2. The voucher will be valid and redeemable for the Red-Letter Days website: [www.redletterdays.co.uk](http://www.redletterdays.co.uk)
  - 3. Vouchers will have a 12-month validity period except the Giftboxes which are valid for 24 months from the date of purchase.
  - 4. Sometimes there are special offer experiences with a shorter timeframe to use vouchers. These may either have a fixed expiry date or only be valid for a shorter period of time.
  - 5. Please check the 'fine print' tab on the product page of the experience to view how long the voucher will be valid.
  - 6. The expiry date can be found on the voucher itself.
  - 7. Upon receipt of the winning claim from the customer, Fonehouse will respond via email within 48hrs providing details and expected delivery timeline of the voucher.

5. Prizes will be sent directly to the winners once verified and confirmed.

6. No cash prize alternative is available.

7. The Prize can be transferred in whole or in part to another person, as designated by the original winner. Notification of such request needs to be submitted and confirmed in writing by emailing: [competitions@fonehouse.co.uk](mailto:competitions@fonehouse.co.uk)

8. Entries received outside of the Promotion Period will not receive a link to a digital scratch card.

9. The Promoter will not be liable for any cancellations, alterations or modifications to the Prize for any reason which falls outside their reasonable control.

10. Employees, agencies or affiliates of the Promoter and their group companies or their family members, or anyone else connected with the creation and administration of the Prize Draw may not enter the Prize Draw.

11. If KTM is unable to contact any winner by email/telephone or the winner fails to respond to KTM in full within 48hrs, the prize will be released back into the promotion.

12. The winner may be required to take part in or co-operate with any publicity (including photography) arranged by KTM, subject to the winner's consent.

13. The Promoter will not be responsible to any qualifying entry if the scratch card is not delivered or usable, is delayed or cancelled because of a legal or regulatory issue, a systems failure, the failure by any third party to perform services or for any cause beyond the Promoters' reasonable control.

14. If, for whatever reason, a qualifying customers details are left out of the winning claim, the Promoter will not be responsible for any potential win they could have had.

15. The Promoter will not share any personal information with any third party except where such disclosure is necessary to enable the Promoter to provide, deliver or in any other way give effect to these terms and conditions and/or the Prize, where such disclosure is: (i) in accordance with the Promoter privacy policy available at <https://www.fonehouse.co.uk/privacy-policy>; and (ii) as permitted by law, including where consent to the Promoter sharing personal information is obtained from the winner. By entering the promotion, each entrant hereby consents to the Promoter use of their personal information, but solely for the purposes contemplated in these terms and conditions and in accordance with this clause 16.

16. The Promoter reserves the right, in their sole and absolute discretion, to disqualify without notice: (a) any entrant who it reasonably believes has acted fraudulently, tampered with or attempted to disrupt or tamper with the operation of the promotion or acted in violation of these terms and conditions; and (b) entries which are not in accordance with these terms and conditions.

17. The Promoter will not be liable for, and accept no responsibility for, any entries or prizes lost, delayed, damaged, not received or incompletely received for whatever reason.

18. If any provision of these terms and conditions is held to be invalid or unenforceable all remaining provisions will remain in full force and effect.

19. The Promoter reserves the right at any time and without prior notice to change these terms and conditions and/or to withdraw, alter or suspend the scratch card promotion for legal or technical reasons without any liability. The Promoter will notify withdrawal, alteration or suspension of the promotion by posting a notice to that effect on [fonehouse.co.uk](https://www.fonehouse.co.uk) as soon as reasonably practicable.

20. The Promoter's decision is final and no correspondence will be entered into.

21. The Prize Draw and these terms and conditions are governed by English law and subject to the exclusive jurisdiction of the English Courts.