

**PROMOTION NAME: B&D CUSTOMER SATISFACTION SURVEY PROMOTION**

**Competition details**

<b>Promotion Name</b>	B&D Customer Satisfaction Survey										
<b>Promoter</b>	The Promoter is B&D Australia Pty Ltd (ABN 25 010 473 971), 34 – 36 Marigold St, Revesby, NSW, 2212.										
<b>Promotion Type</b>	Game of chance.										
<b>Promotion Period</b>	The Promotion will commence at 12:00:00am (AEDT) 23rd January 2018 and close at 11:59:59pm (AEDT) on 31st March 2018.										
<b>Entry Restrictions</b>	<p>This promotion is open to residents of Australia who are have contacted B&amp;D to enquire about purchasing a door or opener with the past 6 months and who have agreed to participate in a customer satisfaction survey. Employees (and their Immediate Families) of the Promoter or any of its parent companies, subsidiaries or affiliated companies, or any agencies associated with this promotion are ineligible to enter. "Employees" means any directors, management, employees, concessionaires, consultants, officers and contractors or other such people who perform work under the control of another in exchange for payment. "Immediate Family(ies)" means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child, parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin and the persons referred to above includes natural and non-natural relations (in the opinion of the Promoter).</p> <p>The Promoter is responsible for determining whether a person is an eligible entrant in its absolute discretion.</p>										
<b>How to enter</b>	<p>To enter, entrants must, during the Promotion Period:</p> <p>(A) <b>SMS Entry:</b> (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 entry form.</p> <p>(B) <b>Email Entry:</b> (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 entry form.</p> <p>Only 1 entry permitted per person per feedback request.</p>										
<b>Prize draw</b>	<p>A random prize draw will be conducted at the offices of Feedback ASAP Pty Ltd, Level 10, 380 St Kilda Rd, 3004 at 12 noon AEDT on the date specified below.</p> <table border="1" data-bbox="517 1525 1388 1671"> <thead> <tr> <th>Prize Draw</th> <th>Entries Open</th> <th>Entries Close</th> <th>Draw Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12:00:00am (AEDT) 23 January 2018</td> <td>11:59:59pm (AEDT) on 31 March 2018</td> <td>10 April 2018</td> </tr> </tbody> </table> <p>The winner of the Prize Draw will be notified by telephone and SMS within 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 <a href="http://www.bnd.com.au">www.bnd.com.au</a> within 7 days of the relevant draw.</p>			Prize Draw	Entries Open	Entries Close	Draw Date	1	12:00:00am (AEDT) 23 January 2018	11:59:59pm (AEDT) on 31 March 2018	10 April 2018
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<b>Prize details</b>	There is one prize. The first valid entry drawn in the prize draw will win a \$2,500 Visa gift card.										
<b>Notification</b>	The winner will be notified by phone and in writing within 2 business days of the applicable draw using the contact details provided when completing the survey and will be advertised at <a href="http://www.bnd.com.au">www.bnd.com.au</a> .										
<b>Prize Claim Date and Time</b>	The VISA Gift Card will be posted to the winner by registered mail and is valid for 12 months from the date of card issue. The VISA Gift Card is subject to its terms of issue and may not be accepted by all retailers. The Promoter accepts no liability										

	<p>for a defective Gift Card however, if necessary, will provide reasonable assistance to a winner to ensure a replacement Visa Gift Card is provided.</p> <p>Any ancillary costs associated with redeeming the Visa Gift Card are not included in the prize. Any unused balance of the Visa Gift Card will not be awarded as cash. Redemption of the Visa Gift Card is subject to any terms and conditions of the issuer including those specified on the Visa Gift Card.</p>
<b>Unclaimed Prize Draw</b>	<p>If the prize remains unclaimed or is forfeited for any reason, the Promoter may conduct a further draw or draws as the Promoter deems necessary to distribute an unclaimed prize, subject to any written directions under relevant Lottery and Gaming Regulations. The Unclaimed Prize Draw (if any) shall take place at 12 noon on 10 July 2018 at the same location as the original draw.</p>
<b>Entry Limits</b>	<p>One entry per individual per feedback request.</p>
<b>Addition prize terms</b>	<p>If the prize (or part of the prize) is unavailable, the Promoter, in its discretion, reserves the right to substitute the prize (or that part of the prize) with a replacement prize to an equal value.</p> <p><b>Visa Gift Cards</b>  Visa Gift Cards are subject to the terms and conditions imposed by the issuer, including period of validity. Refer to <a href="http://giftcards-direct.com.au/visa-gift-cards/">http://giftcards-direct.com.au/visa-gift-cards/</a> for additional terms and conditions.</p>
<b>Permit Numbers</b>	<p>Authorised under NSW Permit No: LTPS/18/21291</p>

### Terms and Conditions

1. Information on how to enter the B&D Customer Satisfaction Survey Promotion and prizes form part of these Terms and Conditions. Participation in this competition is deemed acceptance of these Terms and Conditions.
2. All entrants acknowledge that the Promoter can rely on these Terms and Conditions even if the Promoter only learns of a person's ineligibility after the Promoter has awarded a prize to the ineligible person. Return of the prize or payment of its equivalent value to the Promoter may be required by the Promoter if this occurs.
3. Each entrant is responsible for ensuring his or her familiarity with these Terms and Conditions at the time of participation. The Promoter's decision not to enforce a specific restriction (whether communicated to an entrant or not) does not constitute a waiver of that restriction or of these Terms and Conditions generally.
4. Incomplete and indecipherable entries and any entry which has incorrectly entered personal information or contact details shall be deemed an invalid entry. No responsibility is accepted by the Promoter for late, lost, misdirected, ineligible or illegible/inaudible entries (including lost, stolen, forged, defaced or damaged proof of entry or things required by the Verification Requirements).
5. The Promoter's decision in relation to any aspect of these Term and Conditions and the Promotion is final and binding on every person who enters. No correspondence will be entered into.
6. The Promoter may, in its sole discretion, declare any or all entries made by an entrant invalid, and/or prohibit further participation by an entrant in this Promotion or a prize event/activity if the entrant:
  - a. disrupts, annoys, abuses, threatens, harasses or attempts to do any of these things to the Promoter, another entrant or potential entrant of, or anyone else associated with, this Promotion;
  - b. submits an entry that is not in accordance with these Terms and Conditions or who tampers with the entry process; or
  - c. engages in conduct in relation to this Promotion which is misleading, deceptive, fraudulent or damaging to the Promoter's goodwill or reputation.
7. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law to modify, suspend, terminate or cancel the B&D Customer Satisfaction Survey Promotion, as appropriate.
8. The Promoter may, in its absolute discretion, edit, modify, delete, remove or take-down any part of an entrant's entry.
9. Entries must be received by the Promoter and will be deemed to have been received at the time of receipt by the Promoter. Online and other electronic entries are deemed to have been received at the time of receipt into the promotion database and not at the time of transmission by the entrant.
10. Each entrant acknowledges that there may be inherent risks involved in entering this Promotion or taking or participating in the prize(s). Any entrant, prize winner and/or participants in a Promotion event may be required to sign an acknowledgement of risk and waiver of liability for participation in the Promotion or a

Prize event and to expressly acknowledge that entry into this Promotion or participation in a Promotion event or Prize may be inherently dangerous, and that if they choose to participate they will do so at their own risk. A reasonable level of health and fitness may be required. The Promoter reserves the right to preclude participation of anyone refusing to sign the acknowledgement/waiver or any person who is suffering from asthma, epilepsy, significant back or neck problems, physical or mental disabilities, or is pregnant or in the Promoter's sole discretion is not able or suitable to participate in any of the experiences for reasons of the participant's own or anyone else's safety.

11. The Promoter is not responsible for any problems or technical malfunction of any telephone network or lines, computer on-line systems, communication network, computer equipment, software, technical problems or traffic congestion on the Internet or at any web site, or any combination thereof, including any error, omission, alteration, tampering, deletion, theft, destruction, transmission interruption, communications failure or otherwise, injury or damage to entries or to participants' or any other person's computer related to or resulting from participation in or down-loading any materials in this Promotion. If the Promotion is not capable of being conducted due to circumstances beyond the Promoter's control, including due to any technical or communications problems, the Promoter reserves the right to amend, suspend or cancel the competition subject to approval from any relevant authority.
12. Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. If there is a dispute as to the identity of an entrant, the Promoter reserves the right, in its sole discretion, to determine the identity of the entrant.
13. Any costs associated with accessing the Promotion website are the entrant's responsibility and are dependent on the internet service provider used. Entrants must submit their entries and/or claims manually using an internet browser.
14. As a condition of claiming a prize, the Participant may be required to (at the Promoter's discretion) sign any legal documentation as and in the form required by the Promoter and/or prize suppliers in their absolute discretion, including but not limited to a legal release and indemnity form.
15. The prize(s) and/or parts of the prize(s) is/are not transferable or exchangeable and cannot be taken as cash (unless the prize is cash). If a prize, or an element of a prize, is unavailable for any reason, the Promoter reserves the right to substitute another prize of equal or greater value for that prize, or element of it, subject to the approval of any relevant authority. The Promoter and its representatives will not be liable for any damage to or delay in transit of prizes.
16. The use of any automated entry software or any other mechanical or electronic means that allows an entrant to automatically enter the Promotion repeatedly is prohibited and will render entries submitted using such means as invalid.
17. Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any entry or prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in prize value to that stated in these Terms and Conditions; (e) any tax liability incurred by a winner or entrant; or (f) use of the prize.
18. The Promoter and its associated agencies and companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury, illness or death which is suffered or sustained (whether or not arising from any person's negligence) in connection with this competition or accepting or using any prize, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law). Nothing in these conditions restricts, excludes or modifies or purports to restrict, exclude or modify any statutory consumer rights under any applicable law including the *Competition and Consumer Act 2010* (Cth).
19. Entrants irrevocably consent and assign to the Promoter all intellectual property including copyright in the images submitted by them during this competition. Entrants also irrevocably consent to the Promoter using their name, likeness, image and/or voice in the event they are a winner (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting this competition (including any outcome), and promoting any products manufactured, distributed and/or supplied by the Promoter.
20. The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties required for the provision of the Prize. Entry is conditional on providing this information. The Promoter may disclose the information for those purposes to its related

bodies corporate and contractors. If entrants do not provide the information requested they will not be able to enter the Promotion.

21. In addition to the privacy term set out above, if the entrant has ticked the "opt-in" box, the Promoter may also use personal information entrants provide to send information about the Promoters products and services (including via electronic means), and may disclose the information to its related bodies corporate, agencies and contractors (including call centres, advertising agencies and direct mail houses) the Promoter engages for that purpose.
22. **CAUTION:** Any attempt to deliberately undermine the legitimate operation of this Promotion may be a violation of criminal and civil laws and should such an attempt be made, whether successful or not, the Promoter reserves the right to refer the matter to law enforcement authorities and/or to seek damages or such other civil remedies as the Promoter may determine from time to time to the fullest extent permitted by law.
23. The Promoter is bound by the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth). A copy of the Promoter's privacy policy can be viewed at [www.bnd.com.au](http://www.bnd.com.au). To request access to, or to update, personal information the Promoter holds about them, entrants can contact the office of the Promoter.