

TOP UP & WIN SEPTEMBER PROMOTION

Terms and Conditions

Start Date: September 11th, 2024

End Date: September 31st, 2024.

The “Top-up to Win Promotion” (**the “Promotion”**) Terms and Conditions (the “Terms”) apply to you and govern your participation in the Promotion. You should read these Terms carefully before participating in the Promotion.

“We” or “us” means **DIGICEL (GRENADA) LIMITED (“Digicel”)** a company incorporated in Grenada having its registered office at Point Sales, St George’s, Grenada. References to “we,” “our” and “us” in these Terms also includes our subsidiaries and affiliates (“Affiliates”) from time to time.

“I” or “You” means the person participating in the Promotion (and “your” shall have the same meaning).

By participating in this Promotion, you agree to be bound by these Terms.

These Terms incorporate the Digicel Terms of Use and our Privacy Policy which you can access:

[Top Up - Grenada - Digicel International \(digicelgroup.com\)](https://www.digicelgroup.com)

[Digicel | Privacy Policy | Curacao \(maplewave.com\)](https://www.maplewave.com)

If you do not agree to, or accept any of these Terms, or if you are under the age of 18, you should not participate in this Promotion.

1. What is the Top-up to Win Promotion?

From September 11th, 2024 to September 31st, 2024 (the “Promotional Period”), Digicel will be offering You a chance to win a 6 burner stove with every \$5 to up.

2. Who can participate in the Promotion?

Subject to these Terms, only the following persons can participate in the Promotion:

- a. Existing Prepaid Digicel Customers; and
- b. Residents of Grenada.

Exclusions

The following persons cannot participate in the Promotion:

- a. Corporate and business account customers;
- b. Any person who is not a legal resident of Granada; and
- c. Any person under the age of eighteen (18).

- d. Employees/families of employees of Digicel (i.e immediate family members eg. Father, Mother, Sister, Brother) and employees of affiliated companies associated with this promotion.

3. How can I participate in the Promotion?

Participate in the Promotion by topping up with \$5 or more. For every top up of \$5 you will be entered into the raffle for a chance to win a 6 burner Mabe stove.

4. Will I be notified when to participate in the Promotion?

Yes. You will be notified via SMS prompts, radio advertisements, and social media prompts.

5. How and when will Winners be selected and announced?

Winners will be selected at random selection via spin the wheel with the names of eligible participants during the Promotional Period. The selection will take place on October 1st, 2024, at the Digicel Head Office at Point Sales, St George's, Grenada. The selected customer will then be notified on via telephone call from a Digicel representative.

6. What Prizes can I win?

The winner will be selected to win a 6 burner Mabe stove.

8. What do I need to know about collecting my prize if I am a winner?

- a. If you win, a Digicel representative will contact you by telephone.
- b. A maximum of two (2) attempts will be made to call you within a period of twenty-four (24) hours.
- c. During the telephone call, our Digicel Representative will advise you where and how to redeem your prize.
- d. You will be required to provide a government-issued identification in the form of a Passport, Driver's License or National Identification Card.
- e.

You agree that if you are a winner, you will permit photographs of you to be taken and for your image, likeness and name (your "Likeness") to be used for public relations and marketing purposes free of cost, including the publishing of your Likeness on social media, mainstream media and other platforms that we may choose. If you refuse to do so, you acknowledge that this will result in forfeiture of your right to claim the prize.

9. Can someone collect my prize on my behalf?

Yes. You may have someone collect the prize on your behalf if they present a authorization letter and a valid government issued ID.

10. What happens if the prize is not claimed?

- a. If you win you will have fourteen (14) days in which to claim your prize. If the prize is not claimed within the allotted time then another winner will be selected.

Additional Terms and Conditions

- A. This Promotion is offered for your personal use and not for commercial use and you agree not to sell any prizes redeemed through this Promotion.
- B. Warranty and support information will be included in product packaging.
- C. For customer support, or to report a problem or send us your feedback, please contact us via the My Digicel mobile application. <https://www.digicelgroup.com/gd/en/support>
- D. You are solely responsible for all associated fees and costs incurred by you for equipment, connectivity and data usage in relation to your participation in the Promotion.
- E. We reserve the right to award any forfeited or unclaimed prize to the next qualifying customer selected in the same manner as the first winner.
- F. We reserve the right to terminate this offer if, in our sole opinion, the Promotion is being abused, whether on a commercial basis or otherwise, general abuse deemed as an attempt to undermine the integrity of our services.
- G. We reserve the right to modify, extend or discontinue (permanently or temporarily), this Promotion being offered to you at our discretion.
- H. Any personal data relating to you will be used solely for the purposes of this Promotion by Digicel and/or by any agent appointed by us to assist with running the Promotion on our behalf and will not be disclosed to a third party for any other purpose without your prior consent. By entering this Promotion, you consent to the use of your personal data by Digicel and/or any agent appointed by it to assist with running the Promotion for the purposes of administration of the Promotion (including publishing your full name and county and/or disclosing it to third parties on request if you are selected) and any other purposes to which you have consented. To see our Privacy Policy visit: www.digicelgroup.com.
- I. Except in the event of its negligence, neither Digicel, nor any other person or party associated with the Promotion, their associated companies, agents, contractors and sponsors or any of its personnel involved in the Promotion, shall be liable whatsoever for any loss or damage incurred or suffered, death or personal injury suffered or

sustained, or costs incurred, arising from either participation in the Promotion or from claiming or collecting any prize.

- J. We reserve the right to, at any time, with or without notice, vary or cancel the terms and conditions of this Promotion. In the event of us giving notice to you of any such changes to or cancellation of the Promotion, it shall suffice for us to give you notice via messages to your handset/device or to post such notification on the Digicel website or the My Digicel mobile application. Any such notification shall be effective immediately or as of the date referred to in such notifications.
- K. The terms and conditions which apply to you are those published on the Digicel website at the time that your subscription is most recently activated. These Terms will only apply for the Promotional Period.