

## Customer Satisfaction Survey – Customer Service

1. The prize draw is open to all UK/EU residents 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. In entering the prize draw, you confirm you are eligible to do so. The Sponsor may require you to provide evidence of your eligibility.
2. The Promoter is responsible for administering the prize draw. The random prize draw for the prize will take place on the last day of each monthly Prize Draw Period.
3. Entries are made by fully completing and submitting the Customer Satisfaction Survey, and providing your contact details within the survey. Upon completing our customer survey, subject to moderation (see further section 4 below), you will be automatically entered into the prize draw.
4. All survey responses are subject to moderation. Your review must focus on your customer service experience. Any surveys which include responses containing including but not limited to profanities, personal or derogatory insults or personal information of another individual will not be included in the applicable monthly prize draw.
5. All surveys must be completed on using the link provided in our email communication and only one entry per person, per survey is permitted. Each person, unique email address is restricted to a maximum of one (1) survey completion per month.
6. A prize draw is run monthly and entries for each prize draw will open at 00:00:01 (GMT/BST) on the first day of every month and close at 23:59:59 (GMT/BST) on the last business day of every month (the Prize Draw Period).
7. The Promoter accepts no responsibility for entries not successfully completed due to a technical fault of any kind or entries that are incomplete, delayed, damaged, wrongly delivered or not received for any reason. The Sponsor will not accept entries that are completed by third parties, are in bulk, illegible, have been reconstructed, or are forged.
8. A winner will be chosen on the first working day of the following month (“Draw Date”) by random draw from all correctly submitted entries

9. Each monthly winner will receive 1 x 100ml Molton Brown Signature Scent (either an Eau de Parfum worth £110.00 or an Eau de Toilette worth £85.00) of their choice. The winner may wish to use our Fragrance Finder located on our website <https://www.moltonbrown.co.uk/store/fragrance/fragrance-finder/UKFF> to select their fragrance.. The prize is non-transferable, non-exchangeable and no cash alternative is available, and the prize must be accepted as awarded. The Promoter reserves the right to substitute the prize for one of equal or greater value should circumstances make this necessary.

10. Each winner will be notified by email (using details provided at entry) within one week from the relevant Draw Date and must provide a postal address to claim their prize, where a signature can be obtained. If a winner does not respond to the Promoter within fourteen days of being notified, 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.

11. THE PRIZE WILL BE SENT TO THE WINNER BY COURIERED DELIVERY WITHIN SEVEN (7) WORKING DAYS OF ACCEPTANCE OF THE PRIZE (FOR A WINNER WHO IS UK BASED) OR WITHIN TEN (10) WORKING DAYS OF ACCEPTANCE OF THE PRIZE (FOR A WINNER WHO IS BASED IN EUROPE), FOLLOWING THE CONFIRMATION OF THEIR SHIPPING ADDRESS. A SIGNATURE MAYBE REQUIRED FOR THE DELIVERY TO BE MADE. THE PROMOTER ACCEPTS NOLIABILITY FOR PRIZES LOST WHERE AN INCORRECT ADDRESS HAS BEEN PROVIDED OR WHERE PROOF OF DELIVERY VIA A VALID SIGNATURE HAS BEEN OBTAINED. IF THE PRIZE IS OTHERWISE DAMAGED OR LOST IN TRANSIT, THE PROMOTER WILL REPLACE THE PRIZE WITH A PRIZE OF EQUAL VALUE AND RE-SEND THE PRIZE TO THE WINNER. WHETHER TO OFFER A REPLACEMENT WILL BE IN THE PROMOTER'S SOLE AND ABSOLUTE DISCRETION.

12. 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.

13. The winner's name and country can be obtained by sending an email to [customerservice@moltonbrown.com](mailto:customerservice@moltonbrown.com) within 21 of days after the date of the closing date of each Prize Draw Period.

14. 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.

15. The Promoter reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so. The Promoter also reserves the right to disqualify any entrant who engages in conduct, which is contrary to the spirit of intention of the prize draw.

16. Winners may be required to participate in publicity related to the prize draw without financial compensation and you agree that the Promoter may use your name, image and country of residence in any media.

17. The Promoter collects information, including personal information that you voluntarily provide to us when you enter the prize draw. The types of personal information which we may ask you to provide may include your name, contact details, and email address. By entering this prize draw, you agree that any personal data supplied during the course of this promotion will be held by the Promoter in accordance with their privacy policy [\[insert link\]](#) and may be passed on to third party suppliers only insofar as it is required for fulfilment/delivery/arrangement of the prize.

18. The prize draw will be governed by English law and entrants to the prize draw submit to the exclusive jurisdiction of the courts of English and Wales. 19. The Promoter of this prize draw is Molton Brown Limited of 6 Agar Street, London WC2N 4HN.

20. If you have any questions about the terms and conditions of this prize draw, or the Customer Satisfaction Survey, please contact [customerservice@moltonbrown.com](mailto:customerservice@moltonbrown.com)