

HWOS Ltd. 2022 Customer Survey Terms and Conditions

By participating in the Survey you accept these General Survey T's & C's. These Survey T's & C's apply alongside HWOS Ltd's General Terms and Conditions.

1. Eligibility

In order to be eligible to participate in the Survey and receive the free gift, the entrant must:

- 1.1. Be a registered, existing customer of HWOS Ltd.
- 1.2. Have placed an order in the 12 month period up to and including 31st May 2022.
- 1.3. Have consented to participate in the Survey.
- 1.4. Only complete and submit the Survey once.
- 1.5. Answer all questions contained within the Survey.
- 1.6. Complete and submit the Survey by the closing date, 30th June 2022.

Only one entrant per company may complete and submit the Survey.

2. How to Participate

In order to participate in the Survey, the entrant must:

- 2.1. Request access to the Survey from HWOS Ltd. by phone, email or contact form submission at hwos.co.uk/survey.
- 2.2. An access URL will be emailed to your registered email address.
- 2.3. Invitations to participate in the Survey are unique to the user and should not be shared or forwarded to any third parties. Doing so will invalidate any associated Survey entries.
- 2.4. The Survey must be completed and submitted online by the closing date.

3. Gift Card

- 3.1. The Gift Card value is 5.00 GBP and can be redeemed at Greggs locations in England, Wales, Scotland and Northern Ireland.
- 3.2. Gift cards will be issued after the end of the Survey period.
- 3.3. Gifts cards may be issued in either physical or digital form.
- 3.4. The Free Gift Card offer may be withdrawn at any time. Entrants will be notified before being emailed the Survey access URL if the Free Gift Card offer is no longer available.
- 3.5. Use of the Greggs Gift Card is subject to Greggs own Terms and Conditions.
- 3.6. For entrants in England, Wales, Scotland and Northern Ireland the Gift is non-exchangeable and no monetary alternative is offered.
- 3.7. For entrants in Republic of Ireland and Channel Islands the Gift can be substituted for a credit of equal value to the gift card for use against a future order placed with HWOS Ltd.
- 3.8. HWOS Ltd. accepts no responsibility for any costs involved in using a Gift.

4. General

- 4.1. HWOS Ltd. reserves the right to update or amend these General Survey T's & C's (as well as any other policies or guidance we issue) from time to time to comply with law or to meet our changing business requirements, without notice to you. By continuing to participate in the Survey, you agree to be bound by the terms of these updates and amendments.
- 4.2. HWOS Ltd. reserves the right to hold, void, suspend, cancel, or amend the Survey where it becomes necessary in HWOS Ltd's sole discretion to do so.
- 4.3. In the event that HWOS Ltd. deems an individual has acted in bad faith with respect to the Survey, the individual will be excluded from the Survey and consequently be ineligible to claim the benefits of any Gift.
- 4.4. If there is any reason to believe that there has been a breach of these General Survey Terms and Conditions, HWOS Ltd. may, at its sole discretion, reserve the right to exclude you from participating in the Survey.

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