



STORE OF THE QUARTER AWARD PROGRAMME TERMS AND CONDITIONS

By taking part in this Programme, entrants will be deemed to have accepted and be bound by the following terms and conditions:

1. The Programme shall run from 1 April 2016 to 31 March 2017 (the “Programme Period”).
2. The regions applicable to the Programme are Scotland, Northern Ireland, North, Yorkshire & Humberside, North West, East Midlands, West Midlands, Wales, East Anglia, South East (inside M25), South East (outside M25) and South West (the “Region(s)”).
3. Regional Winners and Store of the Quarter shall be drawn on a quarterly basis during the Programme Period. Store of the Year shall be drawn by 30 April 2016.
4. During the Programme Period, at the end of each quarter:

All sites offering the Collect+ service with minimum 99% compliance scoring (“**Compliant Sites**”) shall automatically be entered into the first stage of the awards. The compliance score is based only on the number of parcel collections.

The top 5% of Compliant Sites shall enter the final stage based on the highest scoring sites for customer feedback on parcel collections (“**Finalists**”).

12 x Regional Winners shall be selected based on the Finalists in each Region with the highest percentage increase in total parcel volume (returns, sends and collections) over the relevant quarter. The highest scoring Finalist out of all the Regions will be awarded National Store of the Quarter.

5. Store of the Year shall be awarded based on the overall highest scoring Regional Winner or National Store of the Quarter during the Programme Period.
6. All scores will be calculated as an average across the relevant quarter. Where necessary, tie breakers shall be based on the most outstanding piece of customer feedback.
7. If a winning store is an independent or a symbol site, it shall win a prize in accordance with the following:

Regional Winners shall win £250 each.
National Stores of the Quarter shall win £500 each.
The Store of the Year shall win £1,000.
8. All winners shall be notified by telephone or post and receive their prize (where relevant) no later than 30 days after the end of each quarter.
9. All prizes are inclusive of VAT and other taxes that may be due. Winners are responsible for any tax liability which arises out of winning the prize, and winners should consider whether independent tax advice should be sought before accepting the prize.
10. The winners of the Programme are available on request to the promoter and may also be published in the copies of PayPoint bulletins.



COLLECT PLUS CUSTOMER SURVEY PRIZE DRAW TERMS AND CONDITIONS

- 11.** The promoters reserve the right to amend these terms and conditions in the event it is necessary due to unforeseen circumstances.
- 12.** Winners may be requested to participate in publicity in relation to the Programme.
- 13.** If an act, omission, event or circumstance occurs which is beyond the reasonable control of the promoters and which prevents the promoters from complying with these terms and conditions the promoters will not be liable for any failure to perform or delay in performing its obligations.
- 14.** All decisions relating to the administration of the Programme will be at the discretion of the promoters and will be final. No correspondence will be entered into in relation to the draw.
- 15.** UK laws apply to this Programme to the exclusion of any other law.
- 16.** Drop and Collect Limited of 54 Clarendon Road, Watford, WD17 1DU and PayPoint Network Limited of 1 The Boulevard, Shire Park, Welwyn Garden City, Hertfordshire, AL7 1EL are the joint promoters for the Programme.