

## **"\$1,000 in prizes per month thanks to the RONA Inc. Customer Satisfaction Survey" Contest Rules**

**1. CONTEST DATES** The "\$1,000 in prizes per month thanks to the RONA Inc. Customer Satisfaction Survey" contest starts January 1, 2014 at 12:01 am (EDT) and ends December 31, 2014 at 11:59 pm (EDT). A draw will take place on the first day of the month of February, March, April, May, June, July, August, September, October, November, and December 2014 at Dialog Insight's Head Office at 4535 Boul Wilfrid-Hamel, bureau 210, Quebec (Quebec), CANADA to select one (1) winner of \$1,000 in RONA or Réno-Dépôt or TOTEM gift cards.

**2. PRIZES** Twelve (12) prizes of \$1,000 in RONA or Réno-Dépôt or TOTEM gift cards, redeemable at any participating RONA or Réno-Dépôt or TOTEM stores, will be awarded. The total value of all prizes awarded in this contest is \$12,000.

The prize must be accepted as awarded. It may not be sold, transferred or redeemed for cash or credit. The contest organizers reserve the right to replace the prize offered in this contest with another prize of similar nature and equivalent value.

**3. HOW TO ENTER** There is one (1) way to enter the "\$1,000 in prizes per month thanks to RONA Inc. Customer Satisfaction Survey" contest:

1. by completing a survey accessible on a website whose address is located on a receipt obtained from a representative of a participating RONA or Réno-Dépôt or TOTEM store. To be eligible for the contest, all mandatory fields of the questionnaire must be completed. Any person who completes the survey following a purchase in a participating RONA or Réno-Dépôt or TOTEM store will be eligible to the draw of the current month of receipt only.

For purposes of the contest draw, each person, household, group or organization is restricted to two (2) survey completions per calendar month. Respondents leaving a common telephone contact number will be considered, for purposes of the contest draw, to belong to the same household, group or organization are therefore subject to the above restriction. Any excess survey completions or mail-in requests will be deleted for purposes of the draw.

**4. CONTEST VISIBILITY** Promotional space on a receipt when a purchase is made in participating RONA or Réno-Dépôt or TOTEM stores.

**5. SELECTING THE WINNERS** The contest winners will be randomly selected in an electronic draw from all the admissible entry forms received between 12:01 am (EDT) January 1, 2014 and 11:59 pm (EDT) January 31, 2014 ("January Draw"), between 12:01 am (EDT) February 1, 2014 and 11:59 pm (EDT) February 28, 2014 ("February Draw"), between 12:01 am (EDT) March 1, 2014 and 11:59 pm (EDT) March 31, 2014 ("March Draw"), between 12:01 am (EDT) April 1, 2014 and 11:59 pm (EDT) April 30, 2014 ("April Draw"), between 12:01 am (EDT) May 1, 2014 and 11:59 pm (EDT) May 31, 2014 ("May Draw"), between 12:01 am (EDT) June 1, 2014 and 11:59 pm (EDT) June 30, 2014 ("June Draw"), between 12:01 am (EDT) July 1, 2014 and 11:59 pm (EDT) July 31, 2014 ("July Draw"), between 12:01 am (EDT) August 1, 2014 and 11:59 pm (EDT) August 31, 2014 ("August Draw"), between 12:01 am (EDT) September 1, 2014 and 11:59 pm (EDT) September 30, 2014 ("September Draw"), between 12:01 am (EDT) October 1, 2014 and 11:59 pm (EDT) October 31, 2014 ("October Draw"), between 12:01 am (EDT) November 1, 2014 and 11:59 pm (EDT) November 30, 2014 ("November Draw"), and between 12:01 am (EDT) December 1, 2014 and 11:59 pm (EDT) December 31, 2014 ("December Draw") respectively. The odds of winning depend on the number of admissible participants in each draw.

The method of the draw will be as follows: one (1) name will be selected in the one (1) database that is the one with the names of people who completed a survey following a purchase in a participating RONA or Réno-Dépôt or TOTEM store.

Only twelve (12) people will be declared the winners for the entire duration of the contest. Maximum one prize per person. The randomly selected participant's e-mail address must be valid for that participant to be declared the winner.

All entry forms deemed to be fraudulent, or with a missing name or any other error or important omission will be automatically rejected and considered ineligible for a prize. The contest organizers' decision is final and may not be appealed.

Prior to receiving the prize, each contest winner is also required to sign an "Acknowledgement of receipt and release" form, in which the winner affirms having conformed to the official rules and regulations of the contest. In signing this form, the contest winner also gives the required consent to the terms of this regulation and authorizes the contest organizers to use his/her name, city of residence, photograph, voice and comments

regarding the contest without compensation. In signing this form, the winner also agrees to accept the prize as awarded, and releases the organizers from all responsibility ensuing from his/her participation in this contest, or in the receipt or use of the prize.

**6. WINNER NOTIFICATION** The contest organizers will contact the winners by telephone or e-mail within ten (10) days of the date of the draw. The e-mail address used to contact the winner will be the one written in the entry form. No acknowledgement of receipt will be sent to the participants. Only the contest winners will be contacted. If the participant, randomly selected in the draw, cannot be contacted after ten (10) working days of unsuccessful attempts by the contest organizers, he/she automatically forfeits his/her prize without recourse or any other compensation. In such a case, the contest judges reserve the right to randomly select the name of another participant, whom they will attempt to reach and who may be disqualified in the same manner. All entry forms received become the property of the contest organizers and cannot be reclaimed in any way by the participants.

**7. ELIGIBILITY** This contest is open to residents of Canada who have reached the age of majority in their particular province or territory at the time the entry form was submitted. The participants' real first and last name must appear on the entry form. Entry forms with names of people under the age of majority, or alias names, nicknames or any other substitution of a participant's given name will be disqualified, and the participants submitting such an entry form will be deemed ineligible to win this contest. Employees, agents and representatives of RONA Inc., their subsidiaries, affiliated divisions, sponsors, advertising, promotional, media placement and website development agencies, as well as members of their immediate family and others living at the same address, cannot enter this contest.

**8. GENERAL CONDITIONS** At their discretion, if the contest organizers feel that the contest cannot take place as planned, or if it is felt that the contest's administration, impartiality, integrity or operation is in any way jeopardized or imperilled, notably due to a failure of the computer system due to a virus, unauthorized intervention, fraud, power failure or any other cause beyond their control, the contest organizers reserve the right to cancel, modify or suspend the contest, with the prior consent of the Régie des alcools, des courses et des jeux du Québec. In such a case, all contest participation methods may be cancelled and the winner may be chosen from the previously received entry forms.

The contest organizers shall not be held responsible for any problem, such as a computer failure blocking access to the website associated with the contest, or any other error resulting from such a problem.

The organizers of the contest reserve the right, at their discretion, to declare inadmissible all persons attempting to tamper with the contest's entry forms or its operation, who contravene the rules or who hinder the operation of the contest in any way. The organizers of this contest reserve the right to modify the rules or to end it at any time, with the prior consent of the Régie des alcools, des courses et des jeux du Québec.

Subject to all applicable federal, provincial and municipal laws and regulations, these contest rules govern all aspects and are binding on all participants. For Quebec residents only: a) any litigation regarding the conduct or organization of a publicity contest may be submitted to the Régie des alcools, des courses et des jeux for a ruling; b) any litigation regarding the awarding of a prize may be submitted to the Régie des alcools, des courses et des jeux only for the purpose of helping the parties reach a settlement.

Online entry forms will be deemed to have been submitted by the authorized account holder of the e-mail address submitted on the entry form. "Authorized account holder" is defined as the natural person who is assigned an e-mail address by an Internet access provider, online service provider or other organization (business, educational institution, etc.) responsible for assigning e-mail addresses for the domain associated with the submitted e-mail address.

All the details and rules of the contest are available on [www.opinion.rona.ca](http://www.opinion.rona.ca), [www.opinion.renodepot.com](http://www.opinion.renodepot.com), [www.opinion.totem.ca](http://www.opinion.totem.ca).

The contest organizers have fulfilled all obligations with respect to the Quebec Act concerning promotional contests.

**9. CONFIDENTIALITY POLICY** By completing the registration form, you consent to the use of this information for the purpose of this contest. If you have given the contest organizers express permission to send you information or to make available special offers, you also consent to the use of the information entered in the registration form