

Tesco Customer Survey Terms and Conditions

1. This prize draw and allocation of Clubcard points is open to all UK residents aged 18 or over, excluding employees of Tesco Stores Ltd or KPMG LLP., their immediate families or agents.
2. To enter, complete and submit the survey received via email. No other types of entry will be accepted.
3. The opening date for entries in each month is 00:00 on the 1st day of each calendar month. The final closing date for all entries is 23:59 on the last day of each calendar month.

Clubcard points allocations

4. For each individual Tesco business area survey completed (meaning Tesco Grocery Stores, Tesco Cafes and Tesco.com online grocery order), one set of 25 Clubcard points per calendar month is allocated to each household.
5. Multiple awards of 25 Clubcard points can be awarded for responses to surveys about Whoosh. The maximum award is capped at 75 Clubcard points (3 survey responses) per month for any individual for responses to surveys relating to Whoosh.
6. It is the responsibilities of the entrant to ensure that the Clubcard number is correct i.e., an 18-digit number. Accounts cannot be credited at a later date if the number is incorrect.
7. Clubcard points will be credited to the entrant's Clubcard account within 40 days of completing the survey. They will be displayed on the next quarterly Clubcard statement in the 'Other Points' section. Please note that if the survey is completed during the 3 weeks before the Clubcard statement is sent out, these points may not be displayed until the following statement.

Prize draw terms

8. One single entry per qualifying survey response for each business area will be allowed.
9. "No third party or bulk entries. If it becomes apparent that either a participant or household is using any means to circumvent this condition such as, and without limitation, multiple accounts, multiple reproduced or computer-generated entries, fraudulently falsifying data, in the opinion of the promoter or otherwise acting in violation of these terms, these participants will be disqualified and any prize entitlement will be void.
10. No purchase necessary.
11. The entry instructions form part of the rules. By entering, you agree to accept and be bound by the rules.

12. The prize is £1000 in Tesco gift cards. Gift card terms and conditions can be found on the back of the voucher.
13. There will be one prize each calendar month. The prize draw will take place on the first Tuesday of each calendar month.
14. Winners will be selected at random in the first week of each month, from all valid entries received before the 1st of each month. Entries received after will be entered in the next calendar month's draw. The Promoter's decision is final, and no correspondence will be entered into. The winners will be selected at random by the Administrator.
15. Prizes must be accepted as offered and are non-transferable. There are no cash alternatives.
16. Winners may be asked to partake in publicity surrounding their win though this is not compulsory.
17. Entries that are incomplete, corrupted, delayed, wrongly delivered, or not received for whatever reason will not be accepted. 15. Winners will be notified by phone or email on the day following the prize draw. The gift card will then be sent by post directly to the winner via recorded delivery at an address specified by the winner. If the Promoter is unable to contact a winner or the prize is not collected, an alternative winner may be drawn at random, and the Promoter shall have no liability to the original winner.
18. Winners' names will be available after the winner is contacted on the following link:

<https://feedback.kpmgcx.cloud/WebProd/Resources/Tesco/Tesco%20Store%20Customer%20Survey%20Previous%20Winners.pdf>
19. Winners agree to their names and photographs being used for promotional purposes. Copyright in all material submitted as entries rests with the promoter.
20. The prize draw promoter is Tesco Stores Ltd, Welwyn Garden City, AL7 1GA, UK ("Promoter").
21. The prize draw administrator is KPMG LLP, 15 Canada Square, London, E14 5GL
22. As part of the competition, we collect the following personal data: [name, email address, phone number]. Any information you provide in a survey will be used:
 - By the Promoter and Administrator to administer and manage the prize draw.
 - By the Promoter for customer research purposes.
 - If you have a Clubcard, as set out in the Clubcard Customer Charter.
<https://www.tesco.com/help/privacy-and-cookies/privacy-centre/privacy-policyinformation/privacy-policy/>
 - You will not be contacted for marketing purposes as a result of participating in the survey.

General terms:

23. Tesco colleagues are not eligible to enter the prize draw or redeem Clubcard points by completing Tesco Customer Viewpoint surveys
24. Please refer to <https://secure.tesco.com/clubcard/help/terms-and-conditions> for Clubcard Terms and Conditions
25. Feedback from the survey may also not be shared, if you have more regular feedback to provide, please contact our customer services team on 0800 50 5555 who will be able to help you.