

Mamas & Papas – Win the value of your personal shop order

1. This prize draw is open to residents of the UK, Channel Islands, Isle of Man and the Republic of Ireland aged 18 years or over. This Prize Draw is not open to employees or agents of the organiser; Mamas & Papas (Retail) Limited, a company incorporated in England and Wales with company registration number 01529849 and whose registered office is situated at Colne Bridge Road, Huddersfield, HD5 0RH, or any of its associated companies (“Mamas & Papas”). **This is a free prize draw.** Only one entry may be made per person. By entering this prize draw, applicants agree to be bound by these terms and conditions.
2. To enter the prize draw, you must book and attend an in store Mamas & Papas personal shopping appointment between Wednesday 26th December 2018 and Thursday 31st January 2019 (“Qualifying Period”). All customers that book, attend and make a purchase at a personal shopping appointment during the Qualifying Period will be entered into this prize draw (“Entries”). Personal shop purchases must be made either in full or with at least a 25% deposit in order to qualify for this prize. **Excludes interest free credit purchases.** To book a personal shopping appointment visit <https://bookingbug.mamasandpapas.com/>. Information provided by the entrant shall be treated in accordance with our Privacy Policy, details of which can be found at <https://www.mamasandpapas.com/en-gb/our-privacy-policy>.
3. Mamas & Papas will select at random 3 (three) winners from all Entries received during the Qualifying Period (“Winners”). Only the Winners will be contacted by Mamas & Papas. The Winners will be notified by email on Friday 1st February 2019. The Winners will then be contacted by customer care on Monday 4th February 2019 to arrange payment of the personal shop order.
4. The prize is to win the value of your personal shop order. The value of each Winners’ personal shop order will be returned to them via the same purchase method. The value of any Winners’ personal shop order is subject to a maximum prize value of £5,000.
5. Any Winner whose personal shop order exceeded £5,000 will only receive a maximum of £5,000 returned to them via the same payment method. Customer care will discuss with the Winner which items they would like the value of refunded to them up to a maximum of £5,000.
6. Customer care will arrange for the value of the Winner’s personal shop order to be refunded to them via the same payment method. For the avoidance of doubt, if the personal shop order was made via credit/debit card, this amount will be refunded to the Winner’s account. If the personal shop order was purchased with cash, the Winner must arrange with customer care to return to the store where their personal shopping appointment took place on a certain date to receive this cash amount. Winners will be required to show photo identification in store before receiving this cash amount.
7. If any of the Winners have only paid a deposit of at least 25%, the deposit value will be refunded to them via the same purchase method and no further payment will be requested of them. If the personal shop order has been split across two or more payment methods, each amount will be returned to the same payment method. No changes may be made to the value of the Winner’s personal shop order before redeeming the prize.
8. **If any Winners experience a problem with any of their personal shop purchases they must ring customer care on 0345 268 200 who will arrange for the item to be either replaced,**

repaired or substituted. No monetary refund will be given for any personal shop orders where the value of the item has been refunded to the Winner.

9. By attending an in store personal shopping appointment during the Qualifying Period you confirm that all information submitted by you is true, current and complete and give consent to Mamas & Papas contacting you via email and telephone if you are one of the Winners.
10. Mamas & Papas' decision is final and no correspondence will be entered into.
11. Where Mamas & Papas is unable to contact any of the Winner's within 21 days of Mamas & Papas picking that Winner, or any prize cannot be taken up or is declined, a substitute winner may be drawn at Mamas & Papas' discretion without further notice to the original Winner and the original Winner shall cease to be eligible for the prize or any alternative and shall have no claim against Mamas & Papas.
12. Winner List requests will only be accepted after the promotion end date (listed above) and no later than 1st March 2019. For the Winner List, send an email with subject line: "Win the value of your personal shop order, Winner List Request," to customer.care@mamasandpapas.com.
13. These terms and conditions will be governed by English law and the exclusive jurisdiction of the English Courts shall prevail.