

**Terms and Conditions of Peter Alexander Customer Feedback Promotion.**

1. Information on how to enter and the prize form part of these Terms and Conditions. Participation in Peter Alexander Customer Feedback Competition ("Competition") is deemed acceptance of these Terms and Conditions.

***Promoter***

2. The promoter is Feedback ASAP Pty Ltd (ABN 53 146 056 331) 80 Dorcas Street, Victoria 3004

***Competition Period***

3. The period of the Competition begins at 12:00:00am (AEDT) on 1<sup>st</sup> December 2025 and ends at 11:59:59pm (AEDT) on 30<sup>th</sup> November 2026. ("Competition Period").

***Eligibility to Enter***

4. Entry is only open to Australian residents aged 18 years and over who are current and former customers of **Peter Alexander** who have received a promotional SMS or email from the Promoter.
5. Employees (and their Immediate Family Members) of the Promoter or of Peter Alexander, or any related body corporate of the Promoter or Peter Alexander as well as any agency associated with this Competition are ineligible to enter. Immediate Family Members means any of the following: spouse, ex-spouse, de-facto, ex-de-facto, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.

***How to Enter***

6. To enter the Competition, an eligible entrant must complete one of the following mechanics during the Promotional Period:
  - (A) **SMS Entry:** (i) reply to the SMS that they receive from the Promoter with the word 'YES' in their reply SMS to receive an instant automatic call back. The automatic call back will be an automated phone survey; and (ii) answer all questions in the automated phone survey as prompted. SMS entry cost will vary dependent on the mobile network used but will not exceed 55c. SMS entries via the Internet are ineligible.
  - (B) **Website Entry:** (i) click on the link provided in the email or SMS that they receive from the Promoter to be directed to the promotional website; and (ii) input the requested personal details and answer all the questions in the survey as prompted on the promotional website and submit the fully completed survey.
7. For the sake of clarity, the entrant will be the person whose name is registered on the Peter Alexander account relevant to mobile phone used to enter (for SMS entry), or email address (Website Entry)
8. Only one (1) entry permitted per feedback request.

***Prize Draws***

9. Entries open and close for the draw on the dates and times specified in the table below. The prize draws will be by Feedback ASAP Pty Ltd, St. Kilda Rd Towers, Level 1, 1 Queens Road Melbourne, Victoria 3004 at 12noon on the dates specified in the table below.

Prize Draw	Entries Open	Entries Close	Draw Dates
1	12:00am (AEDT) 1 December 2025	11:59:59pm (AEST) on 31 May 2026	10 June 2026
2	12:00am (AEST) 1 June 2026	11:59:59pm (AEDT) on 30 November 2026	10 December 2026

10. The winner of each prize draw period will be notified by telephone or email within two (2) days of the draw. If the winner is located in the ACT, they will be contacted by mail.

***Prize***

11. One valid entry drawn from each prize draw will win a \$1,000 Peter Alexander gift card.
12. The Peter Alexander gift card will be posted to the winner by registered mail and is valid for three (3) years from the date of card issue. The Peter Alexander gift card is subject to its terms of issue available at <https://help.peteralexander.com.au/hc/en-au/categories/360006031712-Gift-Cards>. The Promoter accepts no liability for a defective gift card. However, if necessary, will provide reasonable assistance to a winner to ensure a replacement Peter Alexander gift card is provided.
13. Any ancillary costs associated with redeeming the Peter Alexander gift card are not included. Any unused balance of the Peter Alexander Voucher will not be awarded as cash. Redemption of the Peter Alexander gift card is subject to any terms and conditions of the issuer including those specified on the Peter Alexander gift card.

***Unclaimed Prize Draw***

14. If a prize is still unclaimed after three (3) calendar months of the original prize draw, the Promoter will conduct a further draw for the prize, subject to any directions from any regulatory authority. The unclaimed prize draw will be conducted at the same time and place as the original draw. The dates for the draws, if required, will be on 10 September 2026 and 11 March 2027. The winner of an unclaimed prize draw will be notified by telephone or email within two (2) days of the draw. If the winner is located in the ACT they will be contacted by mail.

***General***

15. This is not a game of skill. Each prize winner will be selected by Feedback ASAP Pty Ltd at random through an automatic selection process.
16. Incomplete entries will be deemed invalid and removed from the draws. The promoter's decision is final, and no correspondence will be entered into.
17. The total value of the prize pool is AU \$2,000.
18. The prize is not transferable or exchangeable and cannot be taken in any other form (including not being able to be taken as cash).
19. Subject to the unclaimed prize draw clause 14, if for any reason a winner does not take possession of their prize by the times stipulated by the Promoter, then the prize will be forfeited.
20. The draw will be conducted by Feedback ASAP, 80 Dorcas Street, Victoria 3004.
21. Any entrant (who the Promoter automatically enters the Competition when they provide Feedback) who no longer wishes to participate in the Competition can email [support@feedbackasap.com](mailto:support@feedbackasap.com) and request for their entry to be removed from the relevant draw.

***Liability, Indemnity and Warranties***

22. Subject to regulatory requirements, the Promoter may cancel, modify, suspend or delay the Promotion at any time if something happens that is beyond its reasonable control, including for any technical or operational reason or by reason of anything which corrupts or affects the administration, security, fairness, integrity or proper conduct of this Promotion.
23. Costs associated with completing the survey remain your responsibility and may vary depending on the telecommunications provider used.

***Privacy***

24. The Promoter may collect and use personal information submitted by you for the purpose of conducting the Promotion. Personal information may be provided to Peter Alexander, third party organizations, including but not limited to agents, contractors and service providers that assist in maintaining the survey functionality and/or conducting the Promotion, and, if required may be provided to Australian regulatory authorities. You can stop this information being used for this purpose by contacting the Promoter. All personal information will be stored at the office of the Promoter. A copy of the Promoter's Privacy Policy in relation to the treatment of personal information collected can be found at [www.feedbackasap.com](http://www.feedbackasap.com)