

## **Terms & Conditions**

### **1. Acceptance of Terms and Conditions**

- 1.1. All Terms and Conditions relating to the 'Hutch Hari-Cane' promotion will be accessible via [www.hutch.lk](http://www.hutch.lk) web site.
- 1.2. Hutch reserves the right to modify the Prizes, duration of the promotion, prize distribution processes and Terms and Conditions without prior notice. Any modifications to the promotion will be published online at [www.hutch.lk](http://www.hutch.lk) web page
- 1.3. In the event of a dispute related to the Terms and Conditions, conduct, results, and all other matters relating to the prize draw, the decision of Hutch shall be final.

### **2. Participants of the promotional Prize Draw**

- 2.1. The following parties are eligible to participate in Hutch Hari-Cane Promotion:
  - 2.1.1. Any Sri Lankan resident who uses 078/072 Hutch Pre-paid connection.
  - 2.1.2. Hutch Pre-paid subscribers who are in a temporary blocked state due to no recharge, can also enter the draw by adhering to the conditions mentioned in the section 3.1.
  - 2.1.3. Any non-Hutch subscriber can participate the draw by simply purchasing a Hutch Pre-paid connection within the promotional duration. i.e new Hutch SIM purchases during the promotional period will also be eligible for the promotion.
- 2.2. Conditions that will disqualify a registered subscriber from being eligible for the draw.
  - 2.2.1. Subscribers who have temporarily disconnected or deactivated permanently on their request at the time of confirming winners.
  - 2.2.2. Any connection terminated due to Hutch suspension/disconnection policy at the time of confirming winners will not be eligible for the draw.
  - 2.2.3. The following stakeholders will not be eligible to participate for the promotion:
    - 2.2.3.1. Hutch staff members
    - 2.2.3.2. Immediate family members of Hutch staff
    - 2.2.3.3. Hutch Dealers, Retailers & Freelance Sales Force
    - 2.2.3.4. Third party vendors who are directly involved with Hutch for the planning and/or execution of the promotion.
- 2.3. Hutch reserves the right to disqualify any winning entry/entries if it is deemed that the entrant has breached any provision/s of the Terms and Conditions.

### 3. Conditions for Winner selection

#### 3.1 Eligibility criteria:

Subscribers must complete the below steps to be eligible for the draw:

- Register for the promotion by dialling \*175# USSD, 175 IVR or via Hutch App.
- Recharge or Reload Rs.100 or more during the offer duration.

3.2 Every Rs.100 Recharge/Reload will grant 1 Hari Point (Winning chances) Customer will have the opportunity to win maximum two additional points when reloading via HUTCH App or HUTCH Web site.

Example: Rs.100 reload face value = 1 Hari Point, Rs.550 reload face value = 5.5 Hari Points etc.,

#### 3.3 Types of Winners:

- Prize Winners of the Weekly Draw will not qualify for any future weekly draws during the promotional period.
- Weekly winners will be eligible for the Grand Prize

##### 3.3.1 Grand Prize:

- All subscribers who have fulfilled the promotions eligibility criteria mentioned in the above 3.1 section will be eligible for the Grand Prize except the Weekly winners.

3.4 Winners of the draw will be selected with the use of an automated system. In which the draw will be conducted in the presence of Hutch Revenue Assurance Team and a representative from the Western Province Revenue Department.

3.5 Each unique participant of the promotional Prize Draw will be identified based on the Mobile number (MSISDN).

#### 3.6 Announcement of winners:

3.6.1 Winning points accumulated by the participants during the promotional period can be viewed through Hutch Pre-paid general balance check (\*344#) or \*175# Hutch Hari-Cane Promo USSD menu during anytime of the day.

~~3.6.2~~ Winners will be contacted by Hutch Customer Service Department via 1788 hotline number. Also a confirmation SMS will be sent using 'Hutch' as CLI and a confirmation letter will also be sent to the registered subscriber's address with the winning information.

Hutch will not use any other personal/staff numbers to contact the winners under any circumstances.

- 3.6.3 In the event if the selected registered subscriber is not reachable, three attempts will be made during different intervals via phone call within the particular day. If the winner is not reachable after three attempts, the next record of the extracted report will be picked as the winner. The previous record will be discarded for the particular draw and the number will be re-entered to the eligible base & will remain in the data base for the upcoming draws.
- 3.6.4 All information of the promotional draw & winners' details will be published on [www.hutch.lk](http://www.hutch.lk), Hutch Facebook page, other Hutch digital properties & Hutch customer care hotline 1788.
- ~~3.7~~ The winning prize is non-negotiable at any given time and cannot be encashed.
- 3.8 The reward prize will only be presented to the registered subscriber of the connection. The registered subscriber/winner should provide proof of ownership at the time of verification and collection of the prize.
- 3.9 It is a mandatory requirement for the winner/s to participate at the prize awarding ceremony in order to collect the winning prize. If the winners are unable to participate for the awarding ceremony only the consolation prizes can be collected either from Hutch Touch points or from the Area managers.
- ~~3.10~~ By participating in the promotional Prize Draw, winners agree that their Names, Photos and Video images, can be used by Hutch for advertising purposes with no prior consent and free of charge
- 3.11 Hutch will be not responsible for any claims including but not limited to warranty and technical errors of the prize(s) and Winner(s)/Registered Subscriber should contact the authorized dealer of the prize items for warranty claims and after services