

## IOR Customer Survey Promotion 2025

### Terms and Conditions

<b>Promoter</b>	IOR Pty Ltd (ABN 36 009 653 070) (IOR), PO Box 576, Cannon Hill, 4170, QLD. Phone: 1300 457 467 and includes its related bodies corporate.
<b>Entry Restrictions</b>	Open only to Australian residents aged 18 or over who are customers of IOR.
<b>Promotion Details</b>	The first one thousand (1000) eligible IOR customers who complete the IOR customer survey during the Promotion Period will receive a Prezzy digital gift card valued at \$50.00.
<b>Prize</b>	1 x Prezzy digital gift card valued at \$50.00. All amounts are expressed on a GST inclusive basis in AUS dollars.
<b>How to participate</b>	During the Promotion Period, eligible participants will receive an email containing a link to a survey from the Promoter. This email link is personal to the eligible participant and cannot be forwarded to another email address.  To be eligible to for this promotion, participants must complete the entire survey by the Survey Cutoff Date..  Incomplete surveys will not be eligible.  Participants may only complete the survey once.
<b>Survey Cutoff Date</b>	12:00am AEST on Monday 14 April 2025.
<b>Promotion Period</b>	A two (2) week period from 12:00am AEST on Monday 31 March 2025 to 12:00am AEST on Monday 14 April 2025.
<b>Winner Determination</b>	The first one thousand (1000) eligible participants who validly completed the IOR customer survey within the Promotion Period will receive the Prize within 30 days of the Survey Cutoff Date, being Wednesday 14 May 2025.  The Prize will be delivered via email to the email address provided through the survey.
<b>Draw Details</b>	10:00am AEST on Wednesday 14 May 2025 at 99 Southgate Ave, Cannon Hill, Qld, 4170.
<b>Prize Pool</b>	The total prize pool is valued at \$50,000.

### Terms and Conditions

1. By completing the survey, or taking any steps to claim, redeem or use the Prize that is part of this promotion, participants accept these Terms and Conditions.
2. The survey promotion will be conducted during the Promotion Period.
3. Winners of the Prize will be notified in accordance with the Winner Determination section of these conditions.
4. Survey responses are deemed to be received at the time they are received by the Promoter's database and not at the time of submission by the participant. The Promoter has no control over communications networks and is not liable for any problems associated with them due to traffic congestion, technical malfunction or otherwise. The Promoter is not liable for any consequences of user error including (without limitation) costs incurred. Participants are responsible for their own costs associated with accessing the internet and claiming the Prize.
5. Any failure by an individual to complete all the mandatory fields when completing the survey, will prevent them from being able to participate in this promotion. The Promoter is not liable for late, lost, incomplete, misdirected, incorrectly submitted, delayed or illegible registration or claims for the Prize due to error, omission, tampering, theft, destruction or otherwise.
6. The Prize is not exchangeable or transferable or redeemable for cash and cannot be used with any other prize. For the avoidance of doubt, the Prize is personal to the eligible participant and cannot be transferred to another person.
7. The Promoter and its associated agencies and companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury, illness or death which is suffered or sustained (whether or not arising from any person's negligence) in connection with this promotion or accepting or using any prize, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law). Nothing in these conditions restricts, excludes or purports to restrict, exclude or modify any statutory consumer rights under any applicable law including the *Competition and Consumer Act 2010* (Cth).
8. The Prize is subject to the terms and conditions imposed by the supplier including period of validity: [Prezzy AU | Digital Gift Cards and Gift Vouchers Online](#). Please check the terms and conditions of the digital gift card for specific details on its use. If any participant chooses not to use their digital gift card (or is unable to) by the digital gift card expiry date, they forfeit the digital gift card, and the Promoter is not obliged to substitute the digital gift card.
9. Without limiting the previous paragraph, the Promoter and its associated agencies and companies will not be liable for any damage, loss or delay in transit to the Prize. The Prize will be delivered in Australia only.

10. The Promoter may communicate or advertise this promotion using Facebook or other social media channels. However, the promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook or other social media channels used. Participants are providing their information to the Promoter and not to Facebook or other social media channels.
11. If for any reason any aspect of this promotion is not capable of running as planned, including by reason of computer virus, communications network failure, bugs, tampering, unauthorised intervention, fraud, technical failure or any cause beyond the reasonable control of the Promoter, the Promoter may in its sole discretion cancel, terminate, modify or suspend the Prize.
12. All personal information collected by the Promoter is subject to the IOR Privacy Policy: <https://www.ior.com.au/privacy-policy>.