

TERMS AND CONDITIONS GOVERNING THE *#ViLoveTunes* Program

A. INTRODUCTION

THIS **#ViLoveTunes PROGRAM** (HEREINAFTER “**PROGRAM**”) IS OPTIONAL FOR THE SUBSCRIBERS OF **VODAFONE IDEA LIMITED** (HEREINAFTER REFERRED TO AS “**VIL/VODAFONE IDEA**”). THE SUBSCRIBER/S PARTICIPATING IN THE PROGRAM SHALL BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT PARTICIPATE IN THE PROGRAM

B. DEFINITIONS

“**Subscriber/You**” shall mean a subscriber in whose name the Subscriber Identity Module (SIM) is registered with VIL.

B. PROGRAM DETAILS

I. Program Period:

10th February 2023 to 13th February 2023, VIL reserves the right to extend or shorten the period, as it deems fit. If, in any State and/or territory or part thereof, the running of this Program is prohibited as per local rules or laws or requires licenses, the Subscribers from such State and/or territory or part thereof shall not be eligible to participate in the Program. No further notice shall be given by VIL, in this regard.

II. Program Description, Selection Process, and Gratification:

Program: Each day there will be two jumbled song lyrics posted on VIL’s social media page (Instagram, Facebook and Twitter) and Subscribers are required to decode the song lyrics and type the correct answers in the comments below with #ViLoveTunes. The following are the criteria for Subscribers to be eligible for winning in the Program:

1. Must follow/be a follower of VIL’s social media.
2. Must use of hashtag #ViLoveTunes while replying to the question in the comment section.
3. Must answer the question correctly.

Selection process: Each day two winners (from all the social media page) will be chosen from the computerized process who gives the correct answer and follows the above steps.

Gratification and winner announcement: The gratification will be sent to the winner after the selection and winner verification process is completed. VIL will share the stories on its social media page within 24 hours of questions being asked. The winners will be announced on the story of the social media page within 90 days. The winner will be chosen by a third-party auditor on behalf of VIL. The decision of VIL and the auditor in this regard shall be final and binding, no dispute, shall be entertained by VIL.

III. Method of getting the gifts:

The gratification will be sent to the winner after the selection and winner verification process is completed. Among all participants from all the social media page, through a computerized process, 2 winners will be selected from each day, making it a total of 8 winners from the entire Valentine's Day Program period, who shall be eligible to win the prize. Each winners will win vouchers worth Rs. 5,000 each.

C. OTHER CONDITIONS:

- a. Multiple entries of the same individual/participant through single or multiple IDs will be dis- allowed.
- b. In consideration of participation in the Program, each participant grants a worldwide royalty-free perpetual license to VIL to feature any or all the submitted materials/entries in any and all media for publicity and wider communication purposes. In this regard, participants will not reproduce or otherwise use, transmit, share, download, rip, or exploit the entry other than for the purposes of the Program and in strict accordance with the Program terms and conditions.
- c. In the event, the winner fails to provide required details or documents, the prize will not be issued to him/her. VIL reserves the right to declare another Participant as the winner.
- d. The winners of the Program/Program results will be announced on Facebook and Instagram stories on VIL's social media page. Winners will be contacted through email or through phone for 3 consecutive times/days, and will be given further details as to how, when and where they can redeem their respective gratification(s). The winners are requested to acknowledge call/email. Failure on the part of winners to acknowledge the email or answer the call as stated herein or to redeem the gratification at the time of delivery/event will entitle VIL to disqualify the winner and replace him/her with another eligible participant.
- e. In case the winners are requested to collect the prizes, winner will have to bear the travel related cost i.e. from his/her residence to the place for collecting the prize.
- f. No requests for reissue or replacement of the prizes will be entertained by VIL for stolen/lost/misplaced/damaged items.
- g. All prizes offered in this Program are subject to availability. VIL reserves the right to provide alternate models or brands or colour of the same value or any lesser value nearest to the original value, for any of the prize/s as mentioned in the Terms and Conditions. Also, no request for any upgradation in the prize offered shall be entertained by the VIL. Model or brand or colour for alternate prize will be decided by VIL at its sole discretion, any choice by the winner in respect to model or brand or colour will not be considered in any case.
- h. VIL shall be entitled to use, the details of the Participant such as name, photograph, the prizes awarded to them etc. for their marketing purposes, if any. The Participant also hereby agrees to the same. VIL may, at its discretion, choose not to disclose the identity of the Participant to another Participant unless expressly mentioned herein. The Participant also consent to the information stored in the servers of VIL or its service providers, inside or outside India. Participants' personal information will be stored and processed in accordance with VIL Privacy Policy which is available at <https://www.myvi.in/privacy-policy>.
- i. You agree that VIL has no responsibility and liability with regards to the privacy, safety and security of any information (including personal information) that you may have to share independently with third parties.
- j. Winners further understands that the goods provided as prize may carry manufacturer's guarantee and in case of any deficiency in the goods, winners will contact the manufacturer only.

- k. The winner agrees to participate in all promotional activity relating to the Program and further consents to VIL using his/her name, likeness, photo, image, and/or voice to picture, tape or portray him/her as a winner in any or all media.
- l. VIL is neither responsible nor guarantees the quality of the goods/services being offered as gratification(s).
- m. All incidental costs/taxes/levies related to the gratification(s), if any, shall be exclusively borne by the winner.
- n. The gratification will be subject to compliance with applicable documents and formalities as required by VIL.
- o. The gratification cannot be assigned or transferred.
- p. The Program gratification cannot be used in conjunction with any alternative Program or promotion.
- q. VIL shall not be responsible for any claims arising out of technical failures before, during or after the completion of the Program including but not limited to any technical failures in the mobile connectivity, internet connectivity. Further, VIL shall not be responsible for any claims arising out of any failure(s) which is beyond the reasonable control of VIL.
- r. The participant hereby agrees and undertakes not to hold VIL and/or any of their group entities or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, costs, charges and expenses, either direct or remote that you may/might have suffered, sustained or incurred, or claim to suffer, sustain or incur, by way of and /or on account of this Program.
- s. The employees of VIL and their group companies, affiliate or associate companies shall not be eligible to participate in the Program.
- t. Post selection of winners, the prizes shall be sent by VIL/partner to the winners through courier.
- u. VIL reserve the right to extend, cancel, discontinue, prematurely withdraw, change, alter or modify this Program or any part thereof including the eligibility criteria, other terms & conditions, and gratification(s) at their sole discretion at any time during its validity. You are therefore advised to check our website regularly for any update(s) or amendment(s) made to these terms and conditions. All disputes must be addressed by the participant in writing to VIL directly. Participants can email VIL at customercare@vodafoneidea.com in case of any issues or complaints with respect to this Program. These Terms and Conditions are subject to laws of VIL.
- v. These Terms and Conditions are governed by laws of India and subject to the jurisdiction of courts in Mumbai.