

**COMFORT VOLUME DRIVER COMPETITION:  
UNILEVER WHATSAPP/USSD COMPETITION**

**TERMS & CONDITIONS**

**COMPETITION DATES: 2 September – 15 December 2025**

1. The promoter is Unilever South Africa (Pty) Ltd (“the Promoter”) and Vetro Media is the “Promoter Agent”.
2. The promotional competition is open to all South African residents in possession of a valid identity document.
3. The promotional competition is only open to participants over the age of 18.
4. These Terms and Conditions will prevail in the event of any conflict or inconsistency with any other communications sent to you by us, including advertising or Promotional materials. Prize redemption instructions are deemed to form part of the Terms and Conditions.
5. The promotional competition is not open to any director, member, partner, employee, agent, retail or consultant of the Promoter, the marketing service providers or any person who directly or indirectly controls or is controlled by these entities, including their spouses, life partners, business partners or immediate family members.
6. By participating in this competition participants are asked to Opt In to receive future marketing material from the brand/s on promotion. The participant is under no obligation to Opt In to still enter the promotional competition.
7. All personal information ('Personal Data') supplied by participants shall be processed in accordance with South African data protection legislation and the Promoter's Privacy Policy.
8. This promotional competition is open from **2 September 2025** and ends at 12am (midnight) on **15 December 2025**. Any entries received after the closing date will not be considered.

**ENTRY REQUIREMENTS**

To enter, participants to buy x2 or more participating Comfort products dial the USSD line \*120\*7675# which will be at a 20 cents per 20 seconds cost to the participant and follow the prompts successfully to see if you have been selected to be a winner. OR buy x2 or more participating Comfort products dial the WhatsApp Number 079 283 6091 and follow the prompts successfully to see if you have been selected to be a winner. The participants that meet the requirements of this clause shall qualify as an entrant in the Promotion (“Entrant”).

9. Entrants are permitted to unlimited entries with different purchases of the Comfort products. Entrants are only allowed to win once.

10. Winners will be drawn at random by Vetro media, based on the entries of that week. The Unilever and brand team hold the right to select winners based on their judging criteria.

11. The prize for selected winners is: R5000 cash per winner. Up to 10 winners will be selected each week, subject to a sufficient number of valid entries. The Promoter reserves the right to award fewer prizes or modify the competition if entries are insufficient

12. Any prize not taken up for any reason will be forfeited.

13. Prizes are not exchangeable or transferable.

Product List:

Variant	Pack size /SKU
Comfort Fabric Conditioner - Elegance	800ml
Comfort Fabric Conditioner - Fresh	800ml
Comfort Fabric Conditioner – Pure	800ml
Comfort Fabric Conditioner – Uplifting	800ml
Comfort Fabric Conditioner - Lavender	800ml
Comfort Fabric Conditioner – Water Lily	800ml
Comfort Fabric Conditioner - Jasmine	800ml
Comfort Fabric Conditioner – Luxury Petals	800ml
Comfort Fabric Conditioner - Luxury Lily	800ml
Comfort Fabric Conditioner - Luxury Petals	800ml
Comfort Fabric Conditioner - Nectar	800ml
Comfort Fabric Conditioner – Perfect White	3l
Comfort Fabric Conditioner – Elegance Pro	3l
Comfort Fabric Conditioner – Morning Fresh Pro	3l
Comfort Fabric Conditioner – Uplift	3l

\* Please note that 200ml and 400ml comfort products are excluded from this promotion and will not be considered a valid entry. Any purchase of this product will not qualify for entry into the competition/promotion\*

#### **JUDGING CRITERIA**

**14. Entrants must:**

9. Participants must keep their till slip as proof of purchase.

10. Participants must upload a correct till slip. If a participant uploads an incorrect till slip, the Promoter reserves the right to deem that entry as invalid.

11. Participants must enter in their correct contact details. If a winner has given incorrect contact details, the Promoter reserves the right to select another Winner in terms of the rules.

12. Participants may enter as many times as they wish, provided that each entry is associated with a separate purchase and accurate barcode.

13. Any Prize not taken up for any reason within one month of notification will be forfeited.

14. Prizes are not exchangeable or transferable.

15. A single person/ID number may only **win 1 Prize per competition**.

Prizes include:

**Weekly prize winners**

- Awarding **R5000 weekly cash to X200 winners for the duration of the campaign:**
- **Total Winners 200**
- **Total Budget = R1,000,000**
- **Cash value R5000**

<b>Prize Distribution Summary</b>		
<b>Month</b>	<b>Total Days</b>	<b>Total Winners</b>
September	29 days	54 winners
October	31 days	61 winners
November	30 days	58 winners
December	15 days	27 winners
<b>Total</b>	<b>105 days</b>	<b>200 winners</b>

**Grand prize winners**

**Grand Prize: All-Expenses-Paid Trip to Grasse, France**

Ten (10) winners will each receive an all-expenses-paid trip to Grasse, France – recognized as the world's perfume capital – valued at R200,000 (South African Rand) per winner.

The prize includes:

- Round-trip international airfare from a major airport in South Africa to Grasse, France
- Luxury accommodation for six (6) nights and seven (7) days
- All meals, local transportation, scheduled activities, and excursions as determined by the organizer
- Travel insurance, visa costs (if applicable), and applicable taxes

The total value of each individual prize is approximately R200,000. Actual value may vary depending on point of departure, fluctuations in exchange rates, and seasonal pricing.

**SELECTING WINNERS**

16. The Winner will be required to provide their till slip, name, ID number, copy of their identity document, contact details, and will be contacted to acknowledgment the receipt of the prize.

17. The Winners will be selected by means of a random draw and will be notified telephonically where the Winner will be required to verify their details. The Promoter (or their agent) will endeavour to contact the prize Winner three (3) times on the day of draw after their name/number is drawn. A WhatsApp notification will also be sent to the winners as an extra attempt (a further 24 hours will be given for the winner to respond). If the Prize Winner cannot be contacted during this period, the Prize will be forfeited, and another Winner will be selected in accordance with the rules.

## **DELIVERY OF PRIZE**

18. The drawn candidates who need to be verified as Prize winners will be contacted by Promoter "agency" where agency will require the drawn candidate to furnish agency with the aforesaid required documentation within three (3) days of confirmation of telephonic call, once all documents have been verified, agency will then fulfil the prize within 15 working days. If the Prize Winner cannot produce the documents during this period, the Prize will be forfeited, and another Winner will be selected in accordance with the rules.
19. By entering, you consent to your name being used in promotional materials and on social media if you win.

## **GENERAL**

20. The Winner may be required to sign an Indemnity and Media Release forms
21. A copy of these rules can be obtained from the Consumer Call Centre on telephone number 0860 151 141
22. Failure to claim the Prize or a refusal or inability to share required documentation or comply with any of the competition requirements within 1 month will disqualify the Winner and a new Winner will be drawn in terms of these rules.
23. The Promoter shall not be responsible for any lost, damaged, delayed, incorrect or incomplete entries for any reason whatsoever. Proof of sending will not be accepted as proof of receipt.
24. The Promoter shall not be responsible for the failure of any technical element relating to this promotion that may result in an entry not being successfully submitted.
25. Responsibility is not accepted for entries lost, damaged or delayed as a result of any network, computer or cell phone hardware or software failure of any kind. Proof of sending will not be accepted as proof of receipt.
26. The Promoter reserves the right to disqualify any claim if fraud or cheating is suspected, including without limitation, through the manipulation of code or otherwise frequently falsifying data. This applies during the campaign period including after the campaign ends, ie. during the validation and verification process once campaign ends.
27. No applications from agents, third parties, organised groups or applications automatically generated by computer will be accepted. No incomplete or corrupted entries will be accepted. Entries will only be accepted if they comply with all entry instructions.
28. **NOTE:** Any attempt to use multiple cell phone details or other tactics to enter or vote more than the stated limit may result in disqualification and all associated entries and/or votes will be void. Entries or votes generated by script, macro, bot, commercial contest subscription, incentives or other means not sponsored by the Promoter, vote-swapping sites, voting software, entering service sites or any other automated means and entries or votes by any means that subvert the entry/voting process or

do not conform to the terms or spirit of these competition rules, will void the entry/votes and may disqualify the entrant.

29. The Promoter reserves the right to use the images taken of the Winner for publicity purposes in any manner they deem fit, without remuneration being made payable to the Winner. However, the Winner has the right to object to these images being used by written notification to the Promoter at 15 Nollsworth Crescent, Nollsworth Park, La Lucia, 4051 Att: Legal Department.
30. The Promoter shall have the right to change or terminate the promotional competition immediately and without notice, if deemed necessary in its opinion and if circumstances arise outside of their control. In the event of such change or termination, all participants agree to waive any rights that they have in respect of this promotional competition and acknowledge that they will have no recourse against the Promoter or its agents.
31. In the event that the Prize is not available despite the Promoter's reasonable endeavours to procure the Prize, the Promoter reserves the right to substitute the Prize of equal value.
32. Neither the Promoter, its agents, its associated companies, nor any directors, officers or employees of such, shall be liable for any loss or damage, whether direct, indirect, consequential or otherwise arising from any cause whatsoever, which may be suffered by the participant or the Winner.
33. The judges' decision is final and no correspondence will be entered into.
34. Participation in the promotional competition constitutes acceptance of the promotional competition rules and participants agree to abide by the rules.
35. This promotional competition is in no way sponsored, endorsed or administered by, or associated with Telkom, MTN, Vodacom and Cell C and the participants acknowledge that they are providing information to the Promoter and its agents only and not to telephone networks.
36. All participants in this competition release Telkom, MTN, Vodacom and Cell C from all liabilities and claims arising out of or in connection with this competition and these terms and conditions.
37. The Promoter reserves the right to delete any information uploaded by a participant which the Promoter, in its absolute discretion, believes is illegal, obscene, offensive or defamatory, or infringes the intellectual property rights of a third party, or is otherwise inappropriate for a campaign designed for mass audience entertainment
38. Participants warrant that they have full rights to the images and stories that they upload and that the use of the said material shall not constitute a breach of any third party's copyright or other intellectual property rights.
39. Participants agree that by uploading their "images" and/or stories, they grant permission to the Promoter to use the images or stories or any part thereof, in any and all media for promotional / marketing purposes with no consideration payable to the participants.

#### **PRIVACY NOTICE**

Unilever Privacy Notice can be obtained from <https://www.unilevernotices.com/privacy-notices/south-africa-english.html>

This promotion is in no way sponsored, endorsed or administered by, or associated with Facebook and the participants acknowledge that they are providing information to the Promoter and its agents only and not to Facebook.

All participants in this Competition release Facebook from all liabilities and claims arising out of or in connection with this competition and these terms and conditions.

NOTE: Any attempt to use multiple cell phone details or other tactics to enter or vote more than the stated limit may result in disqualification and all associated entries and/or votes will be void. Entries or votes generated by script, macro, bot, commercial contest subscription, incentives or other means not sponsored by the Promoter, vote-swapping sites, voting software, entering service sites or any other automated means and entries or votes by any means that subvert the entry/voting process or do not

conform to the terms or spirit of these competition rules, will void the entry/votes and may disqualify the entrant