

## **GCOMFORT CAMPAIGN: GOLD RUSH TERMS AND CONDITIONS**

### **1. LEGAL**

Access to and use of this Unilever Platform is subject to the following terms and conditions and the laws of the Republic of South Africa. "Platforms" means our Whatsapp line at + 2779 283 6091 and all our websites, mobile sites, mobile apps, social media platforms or any other technology or mechanism you may use to interact with us.

These terms and conditions together with our Privacy Notice, Cookie Notice and other terms on our Platforms (collectively, the "Terms") will form a written contract between you and Unilever South Africa Proprietary Limited ("Unilever", "we", "us" and "our") and will govern our relationship and your use of our Platforms.

Unilever is part of the Unilever Group. A Unilever Group company is any company in which Unilever PLC or Unilever NV and either or both together directly or indirectly owns or controls the voting rights attaching to not less than 50% of the issued share capital, or controls the appointment of a majority of the board of management.

We may amend the Terms from time to time. Any new version of the Terms will be published on the relevant Platform and will become effective from the date that we first published it. It is your obligation to visit our Platforms on a regular basis in order to determine whether any amendments have been made. By continuing to use our Platforms after we published changes to the Terms, you agree to be bound by the changed Terms.

### **2. HOW IT WORKS**

The consumer is required to buy 2x or more of the following participating products ie:

1. Comfort Fabric Conditioner Cashmere & Jasmine 800ml Bottle
2. Comfort Fabric Conditioner Cashmere & Jasmine 800ml Pouch
3. Comfort Fabric Conditioner Vanilla & Water Lily 800ml Bottle
4. Comfort Fabric Conditioner Vanilla & Water Lily 800ml Pouch
5. Comfort Fabric Conditioner Calming Lavender 800ml Bottle
6. Comfort Fabric Conditioner Calming Lavender 800ml Pouch
7. Comfort Fabric Conditioner Cashmere & Jasmine 1.5ml Bottle
8. Comfort Fabric Conditioner Vanilla & Water Lily 1.5ml Bottle,
9. Comfort Fabric Conditioner Calming Lavender 1.5ml Bottle,

WhatsApp to the number provided with a picture of your valid till slip and/or the invoice copy from an e-commerce transaction to qualify for an entry into the lucky draw.

Participants will be given a link and image to share on their own Facebook or Instagram platforms by choice.

2.1. In order to join Comfort on Whatsapp you will:

- 2.1.1 Send a message via your Whatsapp app by using your cellphone to claim your offer.
- 2.1.2 Fill in your required details.
- 2.1.3 Take a clear image of your till slip or screenshot of a valid invoice for online purchases and send.
- 2.1.4 Comply with the instructions/terms.

2.2 You will be responsible for all activities occurring under your Profile and for keeping your profile secure. If you become aware of any breach of security or unauthorised use of your profile, you must notify Unilever immediately by calling our Consumer Call Centre on 0860 330 006.

2.3 You agree to provide accurate and complete information when registering and using this Platform and you agree to keep your information up to date in order to benefit from the rewards

2.4 One participant is permitted per mobile number.

2.5 Tillslips and invoices may not be tampered with

### **3 AGE RESTRICTION**

Members must be over 18.

### **4 TILL SLIP SCANNING**

4.1 To scan your slip (via whatsapp) simply follow steps below;

4.1.1 Send a message to our whatsapp line 079 283 6091

4.1.2 Follow the registration process

4.1.4 Upload a Jpeg or Png file or take a photo of a valid till slip, or screenshot of your valid invoice that is flat, brightly lit and showing all purchase details, from top to bottom.

4.2 Please note that .pdf and html invoices cannot yet be analysed

4.3 We'll let you know if you have a successful entry(s) and how many entries you have earned.

4.4 Till slips must be dated between 17- 19 April 2026 and 24 –27<sup>th</sup> of April 2026 April 2026

4.5 We need to be able to read all elements on the till slip/invoice clearly, from top to bottom, including the invoice number, date and time of transaction.

4.6 Till slips and invoices are only valid from reputable retailers who are able to provide formal tax invoices.

4.7 Till slips can only be scanned once.

4.8 Till slips cannot be changed in any way

4.9 Unilever reserves the right as to whether or not to accept the validity of a till slip or invoice.

4.10 Unilever can disqualify any till slip for whatever reason it deems invalid.

### **5. REWARDS/PRIZES**

5.1 Any prizes won from your entries, will be sent to you via whatsapp and at your disposal to redeem within 12 months.

5.2 Winners will be selected through a draw and announced on the official Comfort social media page. By entering the competition, participants acknowledge and agree that, should they be selected as winners, their names and surnames may be published for announcement purposes. Vouchers will be issued to confirmed winners on or before 30 April 2026.

5.3 The total prize value is R2 000 000 in gift vouchers, redeemable at a participating retailer for the purchase of Perfume.

5.4 Rewards/Prizes are awarded by a random draw as per the following schedule.

	Date	Time	Number of Vouchers	Total Value of Vouchers
1	17 April 2026	09:00am	40	R100 000
1	17 April 2026	12:00pm	35	R 87500
1	17 April 2026	15:00pm	35	R 87500
2	18 April 2026	09:00 am	45	R112 500
2	18 April 2026	12:00pm	40	R100 000
2	18 April 2026	15:00pm	40	R100 000
3	19 April 2026	09:00am	40	R100 000
3	19 April 2026	12:00pm	40	R100 000
3	19 April 2026	15:00pm	40	R100 000
		2 <sup>ND</sup> BURST		
1	24 April 2026	09:00am	38	R95 000
1	24 April 2026	12:00pm	37	R92 500
1	24 April 2026	15:00pm	37	R92 500
2	25 April 2026	09:00am	38	R95 000
2	25 April 2026	12:00pm	37	R92 500
2	25 April 2026	15:00pm	37	R92 500
3	26 April 2026	09:00am	38	R95 000
3	26 April 2026	12:00pm	37	R92 500
3	26 April 2026	15:00pm	37	R92 500
4	27 April 2026	09:00am	38	R95 000
4	27 April 2026	12:00pm	37	R92 500
4	27 April 2026	15:00pm	37	R92 500

5.6 Reward/Prize will expire 12 months from Earn Date if not redeemed were applicable

5.7 Prize will be drawn, but validated by Unilever South Africa legal processes and the issue of prizes can take up to 1 month.

5.8 Participants can win only once in the campaign, participants will be identifiable by the app number used, and unique tillslip provided

5.9 Prizes are not transferrable or exchangeable.

5.10 Prizes may be changed at our discretion, in line with the Terms. Unilever does not warrant that your Prizes will always be correct.

## 6. PLEASE NOTE (VETRO TO COMPLETE)

6.1. ☒ If we do not send you a reward you qualify for; in error; please send us a query by selecting the 'Get help' option from the main menu on the Whatsapp line.

6.2. All queries for missing rewards will be dealt with in terms of our pre-defined evaluation process. The process is designed to evaluate any requests for the allocation of missing rewards and come to a decision. The purpose of our process is to detect any discrepancies, with a view to rectifying them as well as to prevent any possible fraud. This is designed to ultimately safeguard Unilever interests. Once our evaluation process is complete, the decision to accept or reject the missing reward query is final. This decision is within our sole discretion and our decision will be final. We will not enter further correspondence relating to our decision.

6.3 Malfunctioning voucher codes can be queried during South African standard business hours, on working days, at <https://savvysaver4531.zendesk.com/hc/en-us/requests/new>

6.4 Unilever does not accept any liability or responsibility for any malfunctioning reward vouchers.

6.5 Each voucher has unique terms. These terms could also change from time to time, without you being notified of the change. Please ensure to consult the relevant Brand's website to ensure that you are aware of the up-to-date terms and conditions for that Brand's vouchers. Unilever shall not be held responsible for any changes or amendments to a Brand's voucher terms, which result in a loss to the Member.

## 7. **Fragrance Vouchers**

The voucher entitles the Consumer to Edgars vouchers up to the maximum value of R2500, with the following conditions:

- 7.1 The voucher will be a digital voucher that will be spent instore
- 7.2 The voucher cannot be exchanged for cash or credit.
- 7.3 The voucher will not expire until the full value is redeemed or date after three years after the date of issue, whichever occurs first.
- 7.4 The bearer of the cell voucher number will be deemed to be the bona fide owner
- 7.5 The voucher can be used at any Edgars store nationwide.
- 7.6 Consumers will not be able to use the card and voucher to purchase goods or services over the telephone or Internet.

## 8. **HOW TO USE THE VOUCHER**

- 8.1 Provide the voucher at point of sale as shown on Whatsapp
- 8.2 This voucher can only be used once, so for your best shopping experience, spend the full amount in one transaction, or load the full amount onto a gift card in store.
- 8.3 Consumers cannot draw cash from their card, and it will be closed on the expiry date & the value remaining in the card will not be refunded to the Consumer.
- 8.4 When the Consumer uses their voucher, they must sign a transaction slip. When the

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## **10. AVAILABILITY OF PRODUCTS**

10.1 Unilever do not themselves supply any products to shoppers. Reference to any product or service on this Platform does not constitute an offer to sell or supply that product or service and does not mean that the product or service is available in all Participating Retailers.

10.2 Unilever controls and operates this Platform from the Republic of South Africa. Unless otherwise specified on or by this Platform, this Platform is intended to promote only those Unilever products that are sold by Unilever in South Africa, and Unilever makes no representation that products in this Platform are appropriate or available for use in other locations.

## **11. CONTENT**

11.1 The information on this Platform has been included in good faith but is for general informational purposes only. It should not be relied on for any specific purpose and no representation or warranty is given as regards its accuracy or completeness.

## **12. LINK TO OTHER SITES**

12.1 At various points throughout the Platform you may be offered automatic links to other internet sites relevant to a particular aspect of this Platform. This does not indicate that Unilever or affiliates are necessarily associated with any of these other sites or their owners.

12.2 Whilst it is the intention of Unilever that you should find these other sites of interest, neither Unilever, nor affiliates, nor their or their affiliates' officers, employees and agents shall have any responsibility or liability of any nature whatsoever for these other sites or any information contained in them, none of which have been verified or endorsed by Unilever or affiliates.

12.3 If at any time you find that you have accessed another site you may return to this Platform by clicking on the "backwards" arrow, or by keying in the domain address of Unilever or re-opening the app.

## **13. SECURITY AND PRIVACY NOTICE**

13.1 Unilever will be entitled, subject to applicable laws, to take whatever action we may deem necessary and reasonable to preserve the security and reliability of our website or the content thereon.

13.2 Unilever will deal with your personal information in accordance with the provisions of our Privacy Notice.

#### 14. General

14.1 These Terms are the sole record of the agreement between you and us, with neither party being bound by any express, tacit or implied representation or warranty not recorded in these Terms.

14.2 The Terms are governed by and interpreted in accordance with the laws of the Republic of South Africa without giving effect to any principles of conflict of law, with you irrevocably consenting to the exclusive jurisdiction of the courts of South Africa, in respect of all proceedings arising out of or pursuant to the Terms.

14.3 No information at this Platform shall constitute an invitation to invest in Unilever PLC/Unilever NV or any affiliate. The price of shares and the income derived from them can go down as well as up and investors may not get back the amount originally invested. Past performance is not necessarily a guide to future performance.

14.4 If you wish to delete your account and remove all personal information from our database, please contact us at [consumer.affairs-za@unilever.com](mailto:consumer.affairs-za@unilever.com).

#### 15. DISCLAIMER AND LIMITED LIABILITY

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