



## Terms & Conditions - Ottimo Electric Frying Pan ("Gift") – 6,000 Loyalty Points

### 1. Eligibility and Redeeming Process

- a. The Gift is available upon redeeming 6,000 (Six Thousand) Loyalty Points at any MyFamily Grocer store.
- b. The redeemer must present a valid National Identity Card (for Mauritian citizens) or Passport (for foreign residents) at the time of redemption for verification purposes.
- c. The Company representative shall, at the time of handover, demonstrate the operational condition of the Gift in the presence of the redeemer to confirm that the Gift is free from any defects.
- d. Once satisfied with the demonstration, the redeemer acknowledges receipt in good condition and agrees to hold the Company harmless from any damage, loss, or injury whether direct, indirect, or consequential arising from the use of the Gift.
- e. As applicable, a warranty card provided by the manufacturer or distributor will be handed over alongside the Gift. Warranty terms may be held directly with MyFamily Grocer or an elected partner of choice.
- f. Once the Gift is redeemed and accepted, the Gift is deemed final. No exchange, cash refund, or substitution will be permitted.

### 2. Collection Guidelines

- a. The Gift must be collected in person by the redeemer at any MyFamily Grocer Store.
- b. Redemption and collection shall be on a first-come, first-served basis, subject to availability.
- c. In the event that the Gift is temporarily unavailable, the Company may either:
  - i. Inform the redeemer of the expected next availability date; or

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- ii. Provide an alternative gift of equivalent value, at the sole discretion of the Company.
  - d. The Company shall not be held liable for any delays or inconvenience caused by non availability of gifts, for any reason whatsoever.

### **3. Disclaimer and Liability**

- a. By accepting the Gift, the redeemer acknowledges and agrees that the Company:
  - i. Is not the manufacturer of the Gift;
  - ii. Provides the product strictly on a goodwill basis and makes no independent warranties beyond what is visible and demonstrable at the time of handover.
- b. The Company shall not be held liable for:
  - i. Any injury, loss, damage, or malfunction resulting from the use or misuse of the Gift;
  - ii. Any electrical or fire-related incidents, or any consequential or indirect damage resulting therefrom;
  - iii. Any claims arising after the handover for any reason whatsoever.
- c. The redeemer is solely responsible for the proper usage, storage, and maintenance of the Gift in accordance with the manufacturer's instructions.

### **4. General Conditions**

- a. The Company reserves the right to change or substitute the Gift at any time without prior notice.
- b. The Company may amend these Terms & Conditions at any time, and such changes shall be effective upon publication on the Company website or at the point of redemption.
- c. Any attempt to resell, abuse or manipulate the Loyalty Program or redemption process may lead to immediate disqualification from the campaign and forfeiture of the Gift.

### **5. Contact Information**



a. For any queries related to the Prize Giving Loyalty Program, please contact our Customer Service team on:

i. Email: [info@myfamilygrocer.mu](mailto:info@myfamilygrocer.mu)

ii. Phone Number: +230 4662615

Monday to Friday from 8 AM – 5 PM