

FREQUENTLY ASKED QUESTIONS



General

What is the promotion?

We're giving you the chance to win a Pringles customised instax mini 11 instant camera and 1 x instax mini film pack (10 shots) by capturing and sharing a photo of yourself with your Pringles stack on either Facebook, Twitter or Instagram. See the 'Entry' section below for further details on how to enter on each platform.

How old do I have to be to enter?

This promotion is only open to people 18 years or older.

How long does the promotion last?

The main promotion starts at 00:01 on the 28th June 2021 until 23:59 on 26th October 2021. A further 3 catch all draws will be conducted between 27th October 2021 and 16th November 2021, with one prize available per week.

Which countries are running the promotion?

The promotion is available in the UK and ROI. You can only enter if your address is in one of these countries.

Entry

How do I enter on Facebook?

Log on to your Facebook account and then share a photo of you with your Pringles stack on the Pringles UK and Ireland Facebook page (@PringlesUK) by either:

'Posting' your picture directly to the page

OR

Including your picture in a 'Comment' on one of the promotional posts.

How do I enter on Instagram or Twitter?

Log on to your Instagram or Twitter account and upload a photo of you with your Pringles stack with the hashtag #PringlesStacknShare.

When entering via Twitter or Instagram, if I post my entry and do not include the #PringlesStacknShare, can I edit my post to include this?

As long as the post is edited before 23:59 on the same day, this is fine. Otherwise, we would suggest deleting the post and re-uploading it with the hashtag.

What do I take a picture of?

Capture a picture of you with your Pringles stack. Stacks should contain no more than 3 x Pringles crisps and should be different flavours. You need to appear on the picture and you need to be at least 18 years old to enter.

How many times can I enter and win?

There is no cap on the number of entries you can make but only unique entries will be accepted. Any person trying to enter the same content on Facebook, Instagram or Twitter more than once will have their non-unique entries disqualified. Each person can only win once.

I'm a resident of Northern Ireland, how do I enter?

No Purchase Necessary - Northern Ireland residents only may request entry into the promotion by following the steps below:

- a. Visit Pringles.com and click on the contact us link.
- b. Scroll down to the 'Contact Us by Email' section.
- c. Select 'Promotions' in the Select Topic drop-down box and then click Continue.
- d. Select the promotion name 'Stack n Share Chance to WIN instax Camera Every Day' from the drop-down menu.
- e. Select 'Promotion Issues' in the drop-down menu below.
- f. Fill out the Message box, ensuring that 'Stack n Share Chance to WIN instax Camera Every Day' is included at the top of the message.
- g. Fill out the request form including the entrant's full name, postal address (including country of residence), phone number and email address.
- h. Click 'Submit'.

No Purchase Necessary requests may be subject to verification. Valid requests will be manually inserted into a window from the same day that they were received. Only one No Purchase Necessary entry per person.

How are winners selected?

Entries received each day between 00:01 and 23:59 during the Promotional Period will be entered into a daily prize draw. The draw and winner will be conducted and determined by an independent third party. Prize draws will be conducted at the end of each week.

Within 10 working days of the relevant prize draw, winners will be notified via a direct message to the social media platform used to enter.

ROI winners only: Entrants will be required to answer a tie-break question correctly in order to be deemed a winner. Should the entrant answer the tie-break question incorrectly, they will be disqualified and a reserve entrant will be selected in the same manner.

The Prizes

During the Promotional Period, there are a total of 484 prizes to be won, plus 6 catch all draw prizes. The prize is a Pringles customised instax mini 11 instant camera and 1 x instax mini film pack (10 shots).

How many prizes are there to be won?

There are 484 prizes available to be won during the main promotional period. Plus, 6 prizes available in the catch all period (2 each week).

Winner Notification & Fulfilment

How will I know if I'm a winner?

Winners will be notified via Direct Message on the platform through which they entered the promotion (i.e. Facebook, Instagram or Twitter) within 10 working days of the relevant prize draw. On Facebook, winners will also receive a message under their original entry. If you're a winner, please ensure you respond to communications within 10 days of the initial contact – if you fail to do so, we may have to re-allocate the prize.

What if I can't accept the prize?

If you are unable to accept the prize, unfortunately there are no cash or alternative prizes available.

If I win, where should I have my prize sent to?

When you are notified of your win, you will be asked to share your postal address via direct message on the social platform you entered. If you use your work address, please ensure this is in alignment with the policy of your company. We cannot change the delivery address after your registration

I entered the wrong name/address- can I change it after the order has been placed?

We can't change the details on the order once it has been submitted. Please double check your details before you share them.

Will my prize fit through my letter box?

We suggest you arrange to have your prize delivered to an address where someone is likely to be around during the day, to save you having to collect it from the Post Office.

How long will it take for my prize to be delivered?

We will endeavor to send you your prize within 28 days, but please allow up to 90 days for delivery. If you do not receive your order within 90 days, please contact the Kellogg's Careline via the website at <https://www.primples.com>

My prize has arrived damaged- what should I do?

If your prize has arrived damaged please contact us via <https://www.primples.com>

Does my instax mini 11 camera come with a warranty?

Yes, your instax mini 11 camera is inclusive of a 12-month warranty. For more details you can reach out to professional_uk@fujifilm.com if you reside in the UK or to sales_ie@fujifilm.com if you reside in ROI.

My camera is not working – what should I do?

If you suspect your camera may have a fault, you can contact: professional_uk@fujifilm.com if you reside in the UK or to sales_ie@fujifilm.com if you reside in ROI

Other promotional queries

What are the terms and conditions of this promotion?

More details of the T&Cs can be found on pack and full T&Cs are available at <https://www.primples.com>

I have a question that isn't answered here, who can I speak to?

Please contact the Kellogg's Careline on 0800 626 066 between 09:00 and 17:00, Monday to Friday, excluding Bank Holidays. Alternatively, please contact Consumer Care at:

UK: www.primples.com/uk/contact-us.html

ROI: <http://www.primples.com/ie/contact-us.html>