

CUSTOMER SATISFACTION SURVEY – VOICE OF CUSTOMER

Terms & Conditions

1. This competition is conducted by Vivo Energy Namibia (“VEN”) and will run from 1st of January 2021 until 31st December 2021 (“competition period”).
2. This competition shall only be valid in the Republic of Namibia.
3. The Competition is open to participants who are permanent residents and citizens of Namibia, over the age of 18 (eighteen) years, in possession of a valid Namibian Identity Document, issued by the Ministry of Home Affairs of the Republic of Namibia at the time of participation in the survey.
4. Participants must be in possession of valid identity documents.
5. In order to participate in this competition and stand a chance to win a prize, participants must make a purchase at any Shell Service Station and thereafter electronically complete an online Voice of Customer Survey form that can be found at www.shell.com/nam/opinion.
6. Participants must insert a site identification number, found on the till slip onto the Voice of Customer feedback Survey form.
7. For each month of the competition period, participants stand a chance of winning Shell vouchers worth N\$1000.00.
8. Participants are entered into the lucky draw only for each survey form duly completed. A new survey form can only be completed following a new purchase.
9. Participants must retain their till slips for verification purposes.
10. The draw for the prize will take place on Monday following the month of the competition.
11. The winner will be selected by way of a random draw, which will be conducted by an appointed auditor and the winner will be telephonically notified within a reasonable period after the draw of the competition.
12. In the event that Vivo Energy Namibia is unable to reach the winner after three (3) telephonic calls to the number recorded on the entry form, such person will be disqualified and a new winner shall be drawn in the same manner as the first drawn in replacement thereof. If the subsequent winning number is not reachable, this process shall be repeated until a winning number is answered.
13. VEN reserves the right to amend, modify, change, postpone, suspend or cancel this Competition and any prizes, or any aspect thereof, without notice at any time, for any reason that the Promoter reasonably deems necessary.
14. The winner will be announced on social media, in print publications and on any other media publications that VEN deems fit.
15. VEN reserves the right to use the winner’s image, likeness and name for further promotion of the brand and the competition.
16. By entering this competition, the winner agrees to the use of their name and image in any publicity material across various social media platforms.
17. VEN reserves right to cancel or amend the competition and its terms and conditions without prior notice.