

Regina rewards
FULL TERMS AND CONDITIONS

Sofidel S.p.A., with registered office in Via G. Lazzareschi no. 23 – 55016 Porcari (LU), Italy (hereinafter, the Promoter) is organizing this Promotion, called **“Regina Rewards” (hereinafter, the Promotion)**.

The promotion is open to residents in the UK (England, Scotland, Wales, and Northern Ireland), aged 18 or over. For the avoidance of doubt, this excludes the Channel Islands.

Participation in the Prize Draw is open to individuals only. Entries from corporations, associations, groups or other legal entities will not be accepted. The following persons are excluded from participation in this Promotion:

- Employees of the Promoter, its parent companies, subsidiaries, affiliates, agents, and anyone professionally involved in the organisation or administration of the Promotion;
- Direct family members (spouse, partner, parent, child or sibling) of any of the above;
- Individuals under the age of 18;
- Individuals making purchases using a VAT-registered account or in the course of business;
- Retailers, wholesalers, store owners, and holders of participating sales points, including their immediate family members.

The Promoter reserves the right to verify the eligibility of all participants and to exclude any entries that do not comply with these Terms and Conditions.

Internet access and a valid e-mail address are required to enter Mechanic A: Purchase of qualifying Regina products is required to enter Mechanic B. Please remember to keep the receipt of each eligible Regina product, dated from 15 October 2025 onwards, to enter the Promotion.

Any person entering into or participating in this Promotion is deemed to have accepted and to be bound by these Full Terms and Conditions, available at <https://rewards.regina.uk.com/>

1. PROMOTION PERIOD

The Promotion Period opens at **11:00 AM (UK time) on 15 October 2025 and closes at 23:59 (UK time) on 15 February 2026** (hereinafter, the Promotion Period).

2. PROMOTED BRAND AND ELIGIBLE PRODUCTS

The promoted brand is Regina and the eligible products are the Regina branded products available at participating stores in the UK and on e-commerces with delivery in the UK (hereinafter, Eligible products).

3. HOW TO ENTER

3.1 General Registration Process

To enter the Promotion, participants must:

- Visit the website <https://rewards.regina.uk.com/>;
- Complete the registration form accurately, providing all requested information (registration is required only once);
- Confirm they have read the Privacy Notice and accept these Terms and Conditions.

Upon successful registration, participants will be able to access two separate Instant Win prize draw mechanics:

- **Mechanic A - No Purchase Necessary**
- **Mechanic B – With Purchase**

3.2 Mechanic A – No Purchase Necessary

To participate in this mechanic, registered users must:

- Log into the Promotion website using their credentials;
- Click on the designated icon to participate in the No Purchase Necessary Instant Win.

A certified randomised draw software system will immediately inform the participant if they have won a prize under this mechanic (see “Prizes” section).

Instructions for confirming and/or redeeming any win will be displayed on screen (see “Prize Validation” section).

Each user may enter the No Purchase Necessary mechanic **only once**.

3.3 Mechanic B– With Purchase

This mechanic is open to participants who, during the Promotion Period, purchase at least one eligible Regina-branded product from participating physical or online retailers, and who are in possession of a valid itemised proof of purchase ("Document") that clearly identifies the purchased product(s).

3.3.1 Valid Documents

A “Document” is considered valid if it is:

- A receipt or substitute commercial document that clearly states the purchased products;
- Issued by a retailer capable of providing such itemised receipts;
- For online purchases, an invoice/delivery note/payment confirmation showing the list of purchased products and confirming payment (order confirmation emails are not accepted).

It is the participant's responsibility to request appropriate documentation at the time of purchase.

3.3.2 Submission Process

Participants must, during the Promotion Period:

1. Log in at <https://rewards.regina.uk.com/>
2. Upload a clear and legible image of the purchase Document
3. Validate or correct the system-extracted data from the Document as follows:
 - Date of purchase
 - Hour of purchase
 - Total amount (£)
 - Receipt number
 - Your products

Each Document may only be used once, even if multiple eligible products are listed.

Once submitted, a certified randomised draw software system will immediately inform the participant whether they have won a prize (see “Prizes” section). Notification and redemption instructions will be sent to the email address provided at registration (see “Prize Validation” section).

Limits: Participants may upload multiple purchase Documents during the Promotion Period. Each valid entry will also be stored in a database used for the **final prize draw**, with each Document providing one entry.

3.4 Additional Conditions

- Participants must retain original purchase documents until 15 March 2026 for possible verification. Documents must be intact, unaltered, clearly legible, and must include the retailer or e-commerce site, the product(s) purchased, and consistent information with the submitted entry.
- The Promoter reserves the right to verify the validity and authenticity of all entries and associated documents at any stage prior to prize delivery. Retailers may be contacted directly for document verification if necessary.
- Proofs of purchase that do not meet these requirements (e.g. packaging or barcodes alone) will be considered invalid.

- **Participants are allowed to win only one prize per mechanic (i.e. one per type of prize).**
- For technical issues, eligibility, disqualification criteria and general responsibilities of the Promoter, please refer to Section 9 – General.
- **Non-Transferability of Purchase Documents:** Purchase Documents are personal and must only be used by the individual who made the purchase. They may not be sold, transferred, or shared with third parties. Any attempt to transfer or sell Documents will result in immediate disqualification. If it is found that a participant has used a Document not belonging to them, the Promoter reserves the right to void the entry and disqualify the participant without notice. Participants are strongly advised to keep their original Documents safe and refrain from sharing them with others to ensure a fair Promotion process.

4. WINNERS' SELECTION AND PRIZES

4.1 Instant Win – No Purchase Necessary

Among all valid entries submitted via the No Purchase Necessary Instant Win mechanic, a certified randomised draw software will select 49 winners during the validity period. Each winner will receive:

- **One (1) £20 Amazon.co.uk Gift Card**
(See Article 5 for further details on prizes)

Limit: max 1 entry and 1 instant prize via the “Instant Win – No Purchase Necessary” per entrant.

4.2 Instant Win – With Purchase

4.2.1 Instant Win

Among all valid entries submitted via the this mechanic, a certified randomised draw software will select 39 winners during the validity period. Each winner will receive:

- **One (1) £50 Amazon.co.uk Gift Card**
(See Article 5 for further details on prizes)

Limit: max 1 instant prize via the “Instant Win – With Purchase” per entrant.

4.2.2 Final Prize Draw

All valid entries submitted under the With Purchase mechanic, including those that have already won an Instant Win prize, will be entered into a Final Prize Draw. Each valid purchase submitted corresponds to one (1) entry into the draw.

The draw will randomly select: One (1) winner and 5 reserves;

The winner will receive:

- **One (1) Travel Voucher to the Seychelles (worth up to £6,000)**
(See Article 5 for further details on prizes)

4.2.3 Recovery Draw

At the end of the Promotion Period, if any Instant Win prizes (either from the No Purchase or With Purchase mechanic) remain unclaimed or unvalidated, a supplementary draw will be held.

A digital list will be generated including all valid, non-winning entries submitted during the Promotion Period for each mechanic. Using certified randomised software, the Promoter will randomly select a number of winners equivalent to the number of unclaimed/unvalidated prizes.

These winners will be awarded the unallocated prizes corresponding to their entry mechanic.

5. FURTHER DETAILS ON PRIZES

Amazon.co.uk Gift Cards

Winners of the Instant Win prizes (with or without purchase) will receive a digital Amazon.co.uk Gift Card valued at either **£20** or **£50**, depending on the prize draw mechanic.

Gift cards are subject to Amazon's standard terms and conditions and can only be used on the Amazon UK

website. No cash alternative is available. The Promoter accepts no responsibility for lost, stolen, deleted or misplaced gift cards once issued.

Grand Prize – Travel Voucher to the Seychelles (worth up to £6,000)

The winner of the final draw will receive a Travel Voucher worth up to £6,000, to be used exclusively for a trip to the Seychelles. The voucher is flexible and may be applied towards the cost of flights, accommodation, or both, as arranged through the travel agency appointed by the Promoter. The winner will liaise directly with the agency to personalise their trip. Booking must be completed within 6 months of receiving the prize notification.

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- Travel must be completed within 12 months of receiving the prize notification.
- Any costs exceeding the £6,000 voucher value will be the sole responsibility of the winner.

The Travel Voucher:

- Is non-transferable and cannot be exchanged for cash.
- Is valid only through the designated travel agency.
- May not be split across multiple bookings or used incrementally.

Important Notes on the Travel Prize:

- The prize must be redeemed as a travel service; no cash alternative will be provided.
- The Promoter does not provide insurance coverage (e.g. travel, medical, cancellation, legal); it is the winner's responsibility to obtain any necessary coverage.
- The Promoter and its representatives accept no liability for any loss, damage, injury, or expenses resulting from the use of the prize, including (but not limited to) property damage, personal injury, emotional distress, or death.

Before Booking:

- The winner and any accompanying travellers are responsible for ensuring they possess valid travel documents, including passports and visas, and for checking any travel restrictions or government advisories relevant to the Seychelles.
- The Promoter reserves the right to contact service providers to verify bookings and documentation if needed.
- The winner must retain and, upon request, provide all relevant documents before travel.

Any attempt to sell, transfer or misuse the travel prize or any related documents will result in disqualification and forfeiture of the prize.

6. PRIZE NOTIFICATION AND VALIDATION

All prize winners will be notified by email with instructions on how to validate their win, as outlined below.

Instant Win Prizes

Winners of the Instant Win prizes will receive:

- An on-screen confirmation immediately after participation, and
- A confirmation email sent to the email address used during registration.

Final Draw and Recovery Draw Winners

The winner of the Final Prize Draw, as well as any winners selected via the **Recovery** Draw (if applicable), will receive a notification via email at the registered address.

Prize Validation Requirements

To claim their prize, all winners must complete the validation process within 10 calendar days of receiving their winner notification, following the specific instructions provided in the email. Specifically, winners will be required to provide the following information: First Name; Last Name; Address; Street Number; City ; Country; Postal Code; and a copy of a valid identity document.

Please note the following conditions:

- The Promoter reserves the right to request **original proof of purchase** to validate any winning claim. If requested, postage costs for submitting the documentation are the responsibility of the participant. Failure to provide the required documents will result in forfeiture of the prize.
- Receipt and successful verification of all requested documentation is a mandatory condition to confirm the prize. Without such documentation, the prize cannot be awarded.
- The Promoter accepts no responsibility for the loss of documentation due to issues with postal or email delivery services.
- The Promoter reserves the right to carry out checks at any time to verify the legitimacy of entries and purchases.
- Any loss of purchase documents, failure to send them, or sending them in a manner that does not comply with the specified instructions will result in disqualification and forfeiture of the prize or prize entry.

Additional Verification for Online Purchases

For online purchases, the Promoter reserves the right to confirm that:

- The transaction was completed successfully.
- The products were not returned; and
- The invoice/receipt and, if required, the order/shipping confirmation clearly show:
 - o The **same personal details** as the entrant (name and surname);
 - o A **date of issue within the Promotional Period**. For example, purchase confirmations dated prior to the start of the promotion will not be accepted.

7. PRIZE DELIVERY

The delivery of all prizes will be managed by the Promoter (or an authorised representative) and will take place within **90 days** of successful prize validation.

Amazon Gift Cards

Amazon.co.uk Gift Cards will be delivered via email to the email address provided by the participant at the time of registration.

The Promoter accepts no responsibility for non-delivery of a prize due to:

- Incorrect or incomplete email addresses provided by participants;
- Issues with the participant's email inbox (including spam filtering, access issues, or technical problems).

The Promoter guarantees the validity and integrity of the prize at the point of dispatch from its IT systems.

Once sent, the Promoter is no longer responsible for the delivery or accessibility of the prize.

It is the sole responsibility of the recipient to securely store and redeem the Gift Card by its expiry date. Any unused balance or failure to redeem the Gift Card before the stated expiry date will result in forfeiture of the prize, with no replacement or compensation provided.

Travel Voucher

The Travel Voucher will also be delivered via email to the email address confirmed by the winner during the validation process. The winner will then be put in contact with the designated travel agency to plan and confirm the trip details.

The Promoter bears no responsibility for undelivered vouchers due to incorrect or incomplete contact details

provided by the winner.

General Conditions for Prize Delivery

- Prizes cannot be exchanged, transferred to third parties, or converted into cash or any other form of compensation.
- Winners may not request alternative prizes or challenge the prize awarded.
- The Promoter is not liable for the partial or total non-use of any prize. In such cases, the prize will be considered as delivered in full.
- If, at the time of delivery, a prize (or part thereof) is no longer available due to production or commercial updates, the Promoter will provide a replacement prize of **equal or greater value** and similar nature or category. If a suitable replacement is not available, the winner may be invited to select an alternative prize from a list provided by the Promoter, of equal or higher market value.

8. DATA PROTECTION

The Data Controller is Sofidel S.p.a., with its registered office at 55016 Porcari (LU) – Via G. Lazzareschi n. 23. Sofidel S.p.a. processes personal data of the participants for the execution of the prize competition and/or for the other purposes indicated in the privacy notice provided pursuant to Article 13 of EU Regulation 2016/679 and in compliance with said regulation.

The privacy notice is available on the website: <https://regina.uk.com/privacy-policy>

Participants may exercise their rights at any time, as set out in Articles 15 – 21 of EU Regulation 679/2016. Sofidel S.p.a. shall respond to received requests within the legal timeframe and in any case no later than 30 days from the request. Please note that Sofidel S.p.a. reserves the right not to immediately comply with deletion requests if the retention of data is essential to ensure the proper functioning of the prize operation mechanism. Requests should be sent to the email addresses: gdp.holding@sofidel.com and/or dpo.holding@sofidel.com.

9. GENERAL

- By participating in this Promotion, entrants agree to be bound by these Terms and Conditions. Information on how to enter forms part of these terms.
- Each participant may enter multiple times, but only with separate, valid purchase receipts. All personal details provided must be accurate and match the participant's official identification documents. Multiple registrations by the same individual using different email addresses or false data will invalidate participation and forfeit any prizes won. The Promoter reserves the right to verify participant identity and may disqualify any individual and all associated accounts found to be in breach of this rule—at any stage, including prize validation or prior to prize delivery.
- Except where required by law, the Promoter makes no warranties, express or implied, regarding the quality, fitness for purpose, or suitability of any prize. To the fullest extent permitted by law, the Promoter disclaims all liability for any loss or damage, including indirect or consequential damages, arising from participation in the Promotion or from use of any prize.
- Images and representations of the prizes shown in promotional materials are for illustrative purposes only and may differ from the actual prizes delivered.
- The Promoter is not responsible for technical malfunctions, human error, or any event which may interfere with or prevent the proper conduct of the Promotion, including registration or entry submission errors, data loss, or unauthorized website access.
- The Promoter's decisions regarding all aspects of the Promotion are final and binding. No correspondence will be entered into.
- The Promoter reserves the right to suspend, cancel, or amend any part of the Promotion or its prizes if circumstances beyond its reasonable control make it necessary to do so. In such cases, the Promoter may substitute a prize or any of its components with one of equal or greater value.

- The Promoter accepts no responsibility for the actions of third parties involved in the prize fulfilment process.
- If the Promotion is disrupted or becomes impossible to run as planned due to unforeseen events (including but not limited to war, terrorism, natural disaster, pandemic, cyber-attacks, system errors, or unauthorized intervention), the Promoter reserves the right, at its sole discretion and to the fullest extent permitted by law, to disqualify participants, or to cancel, suspend, or amend the Promotion.
- The Promoter reserves the right to verify the eligibility of entries at any time. Any attempt to tamper with the entry process or breach the rules may result in disqualification. The Promoter reserves all legal rights to claim damages or take further action where misconduct has occurred.
- The Promotion is subject to all applicable laws and regulations.
- A list of winners (first name and initial of surname) will be available upon request until 1 month after prize assignment by emailing: support@regina.uk.com
- For further information or assistance regarding this Promotion, participants may contact: support@regina.uk.com