

## Terms and Conditions

This site uses cookies.

Only proceed if you are happy with this, otherwise exit this site.

## General Terms of Service

This competition is brought to you by Red 27 Mobile Ltd, who are completely independent from, and in no way affiliated with all brands featured herein. Trademarks, service marks, logos (including without limitation, the individual names of products & retailers) are the property of their respective owners.

This offer is promoted completely independently from the brand and any of its associated companies. We are not affiliated or endorsed by them nor do we purport to be associated or connected with , its affiliates or to be acting on their behalf.

Age 18 or over. This is a subscription service that will cost €7.50 per week until you send STOP to 57977 to unsubscribe at any time. This is a digital entry to a monthly competition with the first entry being made in the draw in the current month so long as a correct answer has been submitted prior to the closing time. Each week a new question will be sent via sms. Each correct weekly answer will count as one competition entry. Entries are limited to one per user, per week. Enter today for a chance to win a WinHub

€750 shopping voucher!

Here's how it works: Enter your number carefully on this website and you will be prompted to confirm your entry. Follow the instructions you receive on screen and on your phone via text to confirm that you would like to enter the competition. The subscription sends you a question each week to give you a chance to have another entry into the prize draw for that month. All correct answers give you an entry into a draw on the first of each month where one correct entrant will be selected at random to win a WinHub

€750 shopping voucher. You can stop at any point, by sending STOP to 57977 or follow the instructions you will receive on your phone. The monthly draws close at 23:59:59 on the last day of each month. The new monthly draw entry period starts immediately afterwards. You will receive one new question each week until the end of the draw period. Each question is only valid for one week after which time you will

receive a new question. Please ensure you are answering the most recent question. You can answer each question as many times as you wish however you can only register one correct answer per question and therefore the number of entries available to you is limited to the number of weeks remaining in the month since you joined the service. We may send promotional messages about our services. Users can reply STOP at any time to opt-out. Ts and Cs apply, so please read them! Entry implies acceptance of the Ts and Cs and confirmation that you are the bill payer, or have the bill payer's permission. The interactive quiz is deemed part of the service and therefore the initial interaction with this service is deemed consumption of the service and therefore the consumer waives the right to any 14 day refund period. This WinHub promotion is independent from all brands featured. For full details of the draw click Terms in the menu.

WinHub is a brand of Red 27 Mobile Ltd. Helpline or to opt out of promotional messages: 35316621406. You may be contacted with marketing messages by WinHub, to opt out text OPTOUT to 57977. For full terms click Terms in the menu.

Our policies and procedures are constantly under review in an effort to provide a good level of customer service. From time to time we may update our Terms and Conditions and Privacy Policies to improve the user experience and to comply with legal and regulatory obligations. Therefore, we recommend that you occasionally revisit these terms in order to familiarise yourself with any amendments or changes to service policies.

Content featured on this site is charged at €7.50 per competition.

#### 1. Method of Entry

Entrants may enter the competition where available via:

This website (either through desktop version or mobile version) SMS

#### 2. Opening/Closing Dates and Times

The monthly competition entry period runs from 00:00:00 on the first day of every month until 23:59:59 on the last day of each month until further notice. Confirming an entry on this site implies consent to, and

acknowledgement of these terms and conditions. Winners will be drawn within 7 days after the competition ends. All subscribers who do not send STOP to the billing shortcode (or are not otherwise stopped by our Customer Services Team) will automatically be sent weekly opportunities to enter the current draw and billed each week other than those instances where a stop request is received before the first billed message is sent. (For the avoidance of doubt, the billing shortcode is the five digit code that appears in the 'from' line on each text received from the competition). The featured main prize is unique to WinHub and will not be promoted under any other brand. From time to time, WinHub reserves the right to replace the prize offered each week with one of a similar or higher value (See further details on the prizes offered in the Prizes section of this page). To UNSUBSCRIBE just reply 'STOP' to any of the competition messages or visit the Contact Us section of this website.

### 3. Unsubscribe

To UNSUBSCRIBE just reply 'STOP' to any of the competition messages received on your handset. This text message is not case sensitive, however any other variation of this text may not be accepted (E.G. Please stop). Please only consider the subscription successfully stopped once you have received a FREE reply text message from the same shortcode, to the effect of All services on this shortcode are now stopped. Text back in to restart the most recent. Customer Services 35316621406. If you have not received a text message to this effect then please contact us to confirm your subscription has been cancelled. If you are subscribed to more than one shortcode, you must send a stop request to each shortcode to end all subscriptions.

### 4. Standard Monthly Competition - General Terms & Conditions

4.1. By giving your mobile number to us through the internet or any other promotions, you will gain entry to the selected competition from WinHub. You agree that any information you provide through our website or otherwise is true, accurate and complete, and that you will ensure that this information is kept accurate and up to date at all times. We reserve the right to request verification of your age, identity and contact details.

4.2. You may be billed via SMS, wherein you receive a text messages sent to your mobile phone which are then charged upon delivery. The Billing via SMS section of these terms explains this.

## Billing via SMS

4.3. If you have entered via the internet, after submitting your mobile number to us via one of our online promotions that uses premium SMS to make the weekly charge, you will receive a text message asking you to validate your entry by responding via text message, answering a general knowledge multiple choice question. It is very important that you respond as indicated, as it is at this point that you will be entered into the first competition for a chance to win the selected prize. If you do not validate your entry in the correct manner you will not be entered into the competition and therefore will not be considered for any prizes.

4.4. Once you have responded to the text message and validated your entry, you can send "STOP" prior to receiving your billed message, which will opt you out of the ongoing subscription and receiving premium rate charges, but will keep you in the main draw for that month's selected prize. A free 'cost reminder' message is sent to the handset prior to billing. This will reconfirm the service you have joined, the costs involved, and remind you how to cancel your subscription so that you no longer take part in the draw. Please ensure that you save this message on your phone for future reference.

4.5. The first week's billed message will be sent to your phone shortly after you send the initial message confirming your subscription. Some promotions will send your first week's billed message the same day that you have confirmed your entry, some will delay the first week's billing message until 24 hours after receipt of your subscription confirmation message, and some of our promotions provide your first week's entry free. In such cases where the billed message is not sent on the same day that your entry is confirmed, the promotion will clearly state if you have either 24 hours or 7 days free of charge. This information will be provided on the advertisement for the service. If you have entered a service which has either a 24 hour or 7 day free period, if you send 'STOP' within that time you will not be charged for entering the competition, but your entry will remain valid for that week only, even if the draw takes place after the successful receipt of a STOP request.

4.6. Shortly after the cost message, you will receive this week's general knowledge question. This will be delivered to your mobile within a billed text message, you will receive one billed message per week charged at €7.50. The weekly question may sometimes be accessed via a link contained within the weekly

billed message. The weekly cost of our competitions is €7.50, unless otherwise stated on the promotion where you made your online entry. The advert you responded to would have contained information confirming the weekly cost for the service you entered and if any free period applies. For clarification, please refer to the cost reminder message that was sent to your phone after you confirmed your entry, prior to billing. You must answer this question correctly before the end of the prize draw period in which you received it is over in order to be entered into that month's competition. Each competition starts at 00:00:00 on the first of every month and ends on the last day of every month at 23:59:59. For users entering competitions where the first seven days are not billed, the first week's competition messages will be sent to entrants free of charge.

4.7. You will then receive the billed message containing each week's general knowledge question once every seven days (using the day of your original entry into the competition as the starting point) until you send a STOP request. All weekly subscribers can make up to 5 entries per month (depending on the number of weeks their subscription is active that month) by answering each question they receive correctly once. Each text message sent by the subscriber counts as a separate entry and may be charged at your standard network rate.

4.8. All single entry prices for one-off entries into our competitions are promoted individually.

4.9. Each month, one mobile number will be randomly selected from all the correct entries to win a WinHub

€750 shopping voucher of their choosing (see 5.1). They will then be contacted by the Quiz Manager. Only users who have correctly answered at least one question during the entry period for the prize draw and have been successfully billed in full for the current week will be eligible for the draw (other than those who entered during the seven days prior but stopped within the first 24 hours as described above). Winners of the competition will be contacted on the number they have used to subscribe to the service. If there is no answer on the first attempt to call then the featured prize will be forfeited and the Quiz Manager reserves the right to draw another winner at random.

4.10. Where credit is not available to successfully bill the premium rate charges, for example Pay As You Go (Pre-Pay) mobile users, the weekly quiz question may not be delivered to the phone at the promoted time; however further attempts will be made to deliver the message up to the date of the relevant draw. Users understand that this situation may cause the relevant quiz question being delivered too late for entry into that particular month's draw or the relevant quiz question may have been superseded by a later question.

4.11. Should a mobile network operator encounter failed delivery attempts of a premium message prior to a user sending in the STOP command, the network may still attempt to re-deliver the failed message even after the STOP command has been sent to the promoter. Users understand and accept that the promoter has no control in this matter. However the promoter will ensure that no NEW premium messages are generated by the promoter after receipt of a valid STOP command. All STOP commands are answered by a free text confirming the STOP command and the cancellation of the subscription as explained in the Unsubscribe section of this page.

4.12. For a list of winners please write to the address below or go to the Winners page on this website. No correspondence will be entered into regarding winner's selection.

4.13. We will endeavour to dispatch the selected prizes within 21 days of contacting each winner. Our helpline is 35316621406. Please call us with any comments you may have regarding our competition. You can also use this number to unsubscribe from the service. Once you STOP subscribing by either this method or by sending "STOP" to the billing shortcode, you will not be eligible for any future draws unless you join another of our competition services at a later date.

4.14. The competition is only open to entrants aged 18 years and above. Winners may be asked to provide proof of date of birth before being awarded a prize (Such proof must include birth certificate, passport or driving licence). Winners failing to supply adequate proof of age will forfeit the prize and another winner will be drawn.

4.15. Winners may be offered a further cash incentive to provide a photo or video of themselves with their prize. By submitting this material to WinHub the user relinquishes all ownership rights of this content and in doing so gives WinHub the right to use this content in promotional material. This content will only be used to promote WinHub competitions.

4.16. Employees of Red 27 Mobile Ltd and its associated and contracted companies, their families, individuals monitoring this competition service for or on behalf of mobile network operators or regulators and anyone connected with the provision of this competition, or those ineligible to enter under any other clauses in these terms, may not participate in this competition.

4.17. The promoter reserves the right to modify or discontinue, temporarily or permanently, the services and subscription provided to you.

## 5. Prizes - Terms & Conditions

The below information applies only if the prize is promoted in the competition you have entered. If you are unsure what prize is on offer for the competition service you are participating in, please contact us for clarification. Proof of the prizes can be inspected at the promoter's offices by appointment. Winners will be notified by telephone or sms message. Reasonable attempts will be made to notify prize winners in order to award related prizes. Winners will have 30 days to respond to such winner notifications and claim their prize. Should winners fail to respond to winner notifications within 30 days of the first contact, prizes will be deemed unclaimed and forfeited. The current and historic prizes on offer are as follows: WinHub

€750 shopping voucher

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WinHub

€750 shopping voucher: The main, monthly prize on offer in all WinHub competitions is a WinHub €750 shopping voucher. This prize draw closes at 23:59:59 on the last day of every month and the new draw entry period commences immediately afterwards. The consumer may select any WinHub

€750 shopping voucher available at the time of the draw. Winners may also receive the prize value as a cash payment (processed electronically).

## 6. Our Liability

6.1. The Liability of the promoter and its managing company shall be limited to the amount of the subscription charges actually paid.

6.2. We shall not be liable:

For any loss or damage that we could not have reasonably been expected to foresee at the start of the agreement, or for any loss of or corruption to data, systems, equipment, or

For the actions of any independent third parties in connection with the draw, in particular the determining of the validity of a potential winner and any unforeseen circumstances that may prevent the draw from taking place.

6.3. In respect of any insured prize, the liability of the promoter and its managing company shall be limited to the sums actually recoverable under the applicable insurance policy.

6.4. Nothing in these terms and conditions shall exclude or limit our liability for death or personal injury caused by our negligence.

## 7. Email and Mobile Marketing Terms & Conditions

7.1. By giving us your mobile number and email address, you agree for WinHub and its managing company to send you either an occasion email or text, notifying you of the latest offers and promotions available from our group. If you ever wish to be removed from any of our email/text broadcasts, you will

have a link provided on each email saying 'UNSUBSCRIBE'. Alternatively you can call our helpline on 35316621406. Once you do this, you will be removed from future broadcasts within 28 days of your request.

#### 8. Assignment

WinHub reserves the right to assign the agreement to and acceptance of these Terms & Conditions, in whole or in part, at any time without notice. The user may not assign any of his/her rights or obligations arising from their agreement to and acceptance of these Terms & Conditions.

#### 9. Contact

The promoter is WinHub, a brand name of Red 27 Mobile Ltd, Tel 35316621406.

#### 10. Changes to these Terms & Conditions

We aim to meet high standards and our policies and procedures are, therefore, constantly under review. From time to time we may update our Terms & Conditions and Privacy policies to optimise the user experience and to comply with legal and regulatory obligations. Accordingly, we recommend that you check these pages periodically in order to review our current policies.

#### 11. Complaints Procedure

We always do our best to meet the needs of those who contact us, but we appreciate that sometimes you can find yourself in a situation where you are not happy with the service that has been provided. If you would like to make a complaint regarding the contact you have had with, or the service you have received from us, then this policy sets out the process for you to use.

Any and all complaints will be dealt with appropriately, and will be investigated by a member of staff within the company with sufficient seniority to resolve the issues. While dealing with your complaint we promise to be respectful of you at all times, in turn we expect the same behaviour towards our staff.

Customer service calls may be recorded and our staff reserve the right to terminate any call in which they feel abused or threatened. The majority of all complaints can be handled and resolved at the first point of

contact, however this is not always possible. We aim to complete all investigations and resolve all complaints within 10 working days of the complaint being made.

#### How to make a complaint

All complaints can be made by telephone, in person (by appointment), in writing or by email using the below information:

Telephone: 35316621406

Red 27 Mobile Ltd

Email: [info.ie@red27mobile.com](mailto:info.ie@red27mobile.com)

For your complaint to be properly registered please provide us with the following information:

Your full name, preferred contact method, number and email address

Your postal address, so that communication in writing can be made where necessary

Full details of the complaint including any dealings you may have had with us, or any of the services we provide.

We would suggest you advise of what happened, when it happened, who you dealt with if anyone, what you would like further clarification on, why you think what has happened is wrong and what you would like us to do to put things right.

All of the above information will be kept confidential and private, to be used for the sole purpose of investigating and responding to the complaint made. This information will not be provided to any third

parties unless absolutely necessary in order to fully investigate the complaint, by lodging a complaint, you are agreeing that this can occur.

#### People who can complain

A complaint can be made by either someone who has received services from or relating to Red 27 Mobile Ltd, or a representative of the above described service user. Where a representative wishes to make a complaint on behalf of someone else, they may be required to provide proof that they have the permission of the service user to make the complaint or query on their behalf.

#### After a complaint has been made

Where a complaint is made in person or over the telephone:

A written record of the complaint will be made and kept, which can be provided upon request. A recording of the phone call will be made where possible.

All complaints will receive a response within 1 working day, however if further investigation is necessary before an explanation/resolution can be provided, then we aim to resolve your complaint within 10 working days. In responding to your complaint, we will follow the procedures set out in this policy unless other guidelines are agreed with the complainant, and will ensure that:

You understand how to progress your complaint and are kept informed of this. You are made aware of the outcome of your complaint promptly.

Your complaint and the information you provide to us is treated in confidence.

We will tell you what steps we intend to take to remedy any complaint that is upheld. Complaints should be made as soon as possible after the incident giving rise to the complaint. We do expect all complaints to be current; however we will accept a historic complaint if we are satisfied that:

The complainant can give a valid reason for not making the complaint sooner, and

Despite the delay, it is still possible to investigate the complaint effectively and fairly

It is important for the complainant to be aware that if their complaint involves disputing the use of, or registration to one of our services, they may be required to provide evidence which confirms their claim (E.G. a copy of the mobile phone bill). As with all other personal information, in any instance where the complainant is required to provide additional information or documentation, this will only be used for the sole purpose of investigating and responding to the complaint made, and will be kept confidential and private.

All complainants have the right to refer their complaint on to the appropriate governing body if they are unhappy with the outcome of our investigation, however this referral must be made by the complainant and will not be made by Red 27 Mobile Ltd on the complainant's behalf.

All complainants will be given the opportunity to receive an acknowledgement letter or email upon request. This will discuss not only the complaint itself, but the manner in which the complaint has so far been handled and the period in which the investigation of the complaint is likely to be completed.

Once a complaint has been dealt with

Once investigations have been completed, upon request, a report can be provided which includes:

A detailed explanation of how the complaint has been considered

The conclusions reached, including any and all remedial action needed, and

Confirmation that any action needed has either already been taken or, if not yet taken, the proposed timescale when such action will be completed

A letter/email will be sent to the complainant where necessary, confirming all of the above information and reminding them of their right to take the matter further if they are unhappy with the outcome. In circumstances where the response/final outcome of the investigation is not ready within 10 working days we will notify the complainant accordingly and explain the reason why.

