

**Familiprix Customer Satisfaction Survey  
Official Contest Rules and Regulations**

**Contest Sponsor: Familiprix  
Contest Administrator: LANLA**

**1. HOW TO ENTER**

- **Contest period:** The contest will take place over four periods running from January 1, 2017, at 12 a.m. Eastern Standard Time (EST) to December 31, 2017, at 11:59 p.m. EST as follows:

START	END
January 1, 2017, at 12 a.m. EST	March 31, 2017, at 11:59 p.m. EST
April 1, 2017, at 12 a.m. EST	June 30, 2017, at 11:59 p.m. EST
July 1, 2017, at 12 a.m. EST	September 30, 2017, at 11:59 p.m. EST
October 1, 2017, at 12 a.m. EST	December 31, 2017, at 11:59 p.m. EST

Subject to the official rules and regulations, customers who receive an invitation from a participating Familiprix service center to fill out a survey may, upon completing said survey, enter the Familiprix Customer Satisfaction Survey Contest (hereinafter "the contest"). Customers may fill out the survey online at [opinion.familiprix.com](http://opinion.familiprix.com)

- **Eligibility:** The contest is open to residents of Quebec and New Brunswick who have reached the age of majority on the entry date.
  1. To fill out the survey online, please enter your first and last name, email address, and phone number as well as the transaction number and pharmacy number as it appears on your receipt. Limit ONE (1) survey per customer per receipt.
  2. **Contest entry and maximum number of entries:** Once the survey has been filled out, eligible respondents may enter the contest for a chance to win a prize (see Rule 2). A Familiprix receipt valid during the draw period is required (see Rule 3.8).
  3. **Awarding of prizes:** Subject to the contest rules and regulations, respondents who completed the survey must use their receipt printed with the three pieces of information Familiprix uses for validation purposes. The prize will be awarded to the person whose contact information was entered on the survey homepage as required.

**2. PRIZE**

1. **Prize:** There are four Familiprix gift cards, one (1) gift card of **500\$** and three (3) gift cards of **1000\$** each, to be won, for a total of \$3 500 throughout the contest. There will be four draws, one in each of four different periods, as follows:

START	END	PRIZE
January 1, 2017	March 31, 2017	\$500 gift card
April 1, 2017	June 30, 2017	\$1 000 gift card
July 1, 2017	September 30, 2017	\$1 000 gift card
October 1, 2017	December 31, 2017	\$1 000 gift card

2. **Random draw:** The draws will take place as follows:

<b>Contest Period</b>	<b>Draw Date</b>
January 1, 2017, to March 31, 2017	April 15, 2017
April 1, 2017, to June 30, 2017	July 15, 2017
July 1, 2017, to September 30, 2017	October 16, 2017
October 1, 2017, to December 31, 2017	January 15, 2018

Each draw will take place at approximately 2 p.m. (EST) at the LANLA office in Mont St. Hilaire, Quebec. The draw will be conducted by the contest administrator (the judge of this contest), whose decisions are final and binding. All valid entries received during the contest period defined above will be entered into a random electronic draw to select potential winners. Immediately following the contest draw, the contest administrator will contact the potential winner through the email address used to enter the contest, which must still be valid, or by phone. The potential winner has SEVEN (7) business days after being contacted by email or phone (hereinafter the "contact deadline") to contact the administrator using the email address or phone number provided. For the potential winner to be declared a winner, he or she must comply with all requirements of the rules and must have filled out the online survey. If he or she has filled out the online survey in its entirety, the administrator will make the necessary arrangements to award the prize. If the potential winner does not reply to the administrator by email by the contact deadline, or if the potential winner does not fulfill the contest requirements, he or she will be deemed to have forfeited any rights to the prize and the contest sponsor will have the right to select another potential winner from among the remaining valid surveys. The other potential winner will be contacted according to the procedure outlined above, with the exception that a new SEVEN (7) day contact deadline will be granted the day the potential winner is contacted by the administrator. Before declaring a winner, all selected surveys must be verified by the administrator. The contest sponsor and the contest administrator reserve the right to request proof of age and proof that the winner has complied with the official contest rules before awarding the prize. The winner undertakes to accept the prize as awarded. The prize is not transferrable and may not be exchanged for cash or other consideration. The contest sponsor reserves the right, at its sole discretion, to award a similar prize of equal value in the event the prize is not available for any reason. All decisions by the administrator regarding the contest are final and binding on all entrants. The prize will be sent to the winner by mail.

3. **Odds of winning:** The odds of being selected depend on the total number of surveys duly completed during the contest period.

### 3. GENERAL RULES

1. Requests regarding prizes may be submitted to the contest administrators or their designated representatives for verification. Transaction receipts that are obtained from unauthorized sources or are illegible, damaged, modified, copied, forged, or in some way irregular will be automatically declared invalid.
2. The contest is open to all Familiprix customers, with the exception of employees, their immediate family members, retired employees, and people who live with an employee, as well as employees of Familiprix affiliates, retailers, franchises, affiliate members, agents, associates, dealers, representatives, promotional or advertising agencies, and contest administrators.
3. Familiprix will be the sole and final reference source in validating a prize claim.
4. Surveys and entries are the property of Familiprix. Neither Familiprix nor its retailers, affiliate members or any organization helping to run the contest may be held liable for any contest documentation that is illegible, incomplete, lost, stolen, misdirected, not received, destroyed, or delayed for any reason.

5. Familiprix and the contest administrators may not be held liable for any defective computer component, software, or link, or for the loss or lack of communication capabilities, or any computer or network communication that is defective, incomplete, incomprehensible, or erased that renders an entrant ineligible for the contest. Familiprix and the contest administrators may not be held liable for any damage caused directly or indirectly, in whole or in part, by the download of any software or form, or by the transmission of any information related to the contest.
6. Familiprix and the contest administrators reserve the right to cancel, end, or interrupt the contest at their discretion in the event a virus, computer bug, error, system failure, unauthorized human intervention, or any other cause outside of their control corrupts or negatively affects the administration, security, or normal operation of the contest, subject to approval by Régie des alcools, des courses et des jeux du Québec for Quebec residents.
7. By entering this contest, entrants agree to be bound by the contest rules and decisions by Familiprix and the contest administrators, which are considered final. Familiprix reserves the right to modify or revise any contest rule or to cancel the contest at any time. With the exception of specific provisions set out in the contest rules, all prizes must be accepted as awarded and may not be transferred or exchanged for cash. By accepting the prize, winners authorize the use of their name, address, and photo, without compensation, in any subsequent promotion or advertisement run by Familiprix or its advertising agents.
8. A valid Familiprix receipt is required for entry. To enter, a person must have completed the survey during the contest period. Limit ONE (1) entry per receipt.
9. The contest is subject to all federal, provincial, and municipal laws, as well as the rules adopted in view of said laws. The personal information provided to enter the contest will be used solely for contest administration.
10. For residents of the province of Quebec, Any litigation respecting the conduct or organization of a publicity contest may be submitted to the Régie des alcools, des courses et des jeux for a ruling. Any litigation respecting the awarding of a prize may be submitted to the board only for the purpose of helping the parties reach a settlement.
11. In order to claim his prize, the winner must submit and correctly answer the mathematical skill question:  $8+10/(4+2) =$  .
12. Each prize winner agrees to release Familiprix and the contest administrators from any liability relating to the prize. The winner undertakes to sign a waiver to this effect. No cash substitutions or payments will be allowed, with the exception of the provisions set out in the contest rules. To be eligible to win, the selected contest entrant must be a resident of Canada at the time he or she is selected for a prize. Otherwise, the prize will be returned to the pool of prizes to be won. All fees and expenses not explicitly mentioned above as being included in the prize will be the responsibility of the winner.
13. In the event of any discrepancy or inconsistency between the conditions of these official rules and disclosures or other statements contained in any contest-related materials, including but not limited to the entrant's receipt and point of sale, print, or online advertising, the conditions of these official rules will prevail.
14. To obtain a copy of the contest rules, the list of winners, or information regarding the contest, please write to the following address:

**Familiprix Customer Satisfaction Survey**

c/o LANLA  
450 boulevard Wilfrid-Laurier, Suite 207  
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