

RLX Online Sales Customer Survey, August 2026 – Terms and Conditions

- For the purposes of these Terms and Conditions, "The Promoter" refers to RLX Operating Company Pty Ltd.
- The "Prize" refers to five eGift cards each valued at AU\$50.00.
- By completing the customer survey and including your name and email address to be eligible for the Prize, you agree to be bound by these terms and conditions.
- The Promoters competitions is open only to residents of Australia. Five (5) winners will be chosen at random from all surveys completed including full name and email address.
- No purchase is necessary.
- Entrants must be over 18 years old on the date of their entry.
- Employees of The Promoter are not eligible to enter.
- Facebook is not in any way affiliated or involved in the competition.
- Only one survey response per person (unique name and email address) will be entered into the draw.
- The Prize will be awarded to five (5) randomly selected persons who have completed the customer survey and included their full name and email address, using a [random name picker](#), with one e-Gift card being awarded to each winner. The Promoter will not be held liable if the named prize becomes unavailable or cannot be fulfilled.
- Surveys must be completed by 12pm (AEST) Monday 24th August. The draw will take place at 2pm on Monday 24th August, with winners notified by email by 5pm Monday 24th August
- Upon being notified of being a randomly selected Prize winner, each of the five recipients will nominate their preferred merchant (Woolworths Supermarket, Amazon.com.au, or Bunnings Warehouse) for their Prize. Delivery of the Prize will be to the recipients nominated email address.
- The Promoter will not be held liable for any failure of receipt of entries. The Promoter takes no responsibility for any entries which are lost, delayed, illegible, corrupted, damaged, incomplete or otherwise invalid.
- To the extent permitted by applicable law, The Promoter's liability under or in connection with the competition or these terms and conditions shall be limited to the cost price of the Prize in question.
- To the extent permitted by applicable law, The Promoter shall not be liable under or in connection with these terms and conditions, the competition or any Prize for any indirect, special or consequential cost, expense, loss or damage suffered by a participant even if such cost, expense, loss or damage was reasonably foreseeable or might reasonably have been contemplated by the participant and the promoter and whether arising from breach of contract, tort, negligence, breach of statutory duty or otherwise.
- Prizes are non-negotiable, non-transferable and non-refundable. No cash alternative is available. Where a Prize becomes unavailable for any reason, the promoter reserves the right to substitute that prize for a prize of equal or higher value.
- The name, address, email address and phone number of the winner must be provided to The Promoter if requested and will be shared to enable fulfilment of the Prize.
- In the event of unforeseen circumstances beyond The Promoter's reasonable control, the promoter reserves the right to cancel, terminate, modify or suspend the competition or these terms and conditions, either in whole or in part, with or without notice.
- The Promoter's decision is final. No correspondence will be entered into.