

MTN Y'ello D'lite

Loyalty Rewards Scheme

Terms & Conditions

1. For the purpose of these terms and conditions (which are in addition to the standard terms and conditions for use of the MTN Service, found at www.mtn.com.gh), any "We", "Us" and "Our" means MTN - Scacom Ltd, Ridge Towers No 17&19, Accra, Ghana . "You" or "Your" refers to you, the customer and user of the Service. By using the Service, You are deemed to have accepted these terms and conditions.
2. We are the sponsor of the "MTN Y'ello D'lite loyalty rewards scheme ("the Service"), which rewards selected customers with points on their usage to shop via a short code *482# for a variety of on-net & off-net products (airtime, modems, handsets etc.) and other gifts such as gift/shopping vouchers subject to availability
3. This offer is presently restricted to our Top 20% Prepaid customers.
4. Customers who qualify for the scheme will be notified via SMS to access the platform to enable them check available points and equally the opportunity to redeem their accrued points for equivalent rewards subject to stock availability.
5. This opportunity is not transferable and a reward cannot be exchanged for a cash equivalent.
6. Beneficiary customers can use their accrued points to redeem any product/service of their choice from the list of stock available at any given time provided they have accrued enough points up to the equivalent of the product/service they desire to redeem.
7. All points earned can only be used for products/services that are available.
8. Where a redeemed product/service cannot be delivered instantly or in real time, customers will be advised on the pick-up location and due date via an SMS notification accordingly.
9. Customers will be required to present a valid photo Id of self for the redemption of your Products/service at point of collection (as in point 8 above).
10. Redeem points for products/services shall be subject to the specified expiry date for utilization and or collection from designated MTN service centers and or 3rd parties or otherwise be forfeited.
11. This offer is available to Ghanaian residents only.
12. Subject to the foregoing, MTN reserves the right to change these terms and conditions at any time. By continuing to use the Service You shall be deemed to have accepted these terms and conditions and any varied terms and conditions which shall be posted on the Service.

- 13.** The Service and features within the Service may be protected by intellectual property rights belonging to MTN or to its licensors. No license is granted to You in respect of any such rights, except to the extent required for Your personal use of the Service in accordance with these terms and conditions. MTN and any other MTN product or service name are trademarks of MTN and You shall not be entitled to reproduce such marks (other than to the extent required for Your personal use of the Service) without our prior written consent.
- 14.** Components of the Service are supplied to MTN by third parties and MTN makes no promises, and does not accept any liability, either expressed or implied as to the Service, including but not limited to its accuracy, relevance or quality.
- 15.** Any use of the Service is entirely at Your own risk and in no event shall MTN be liable for any direct, indirect, incidental or consequential damages including without limitation to loss of income, data or other information as a result of the use of or inability to use the Service.
- 16.** An eligible Customer shall redeem as much as possible for as long as they keep earning points.
- 17.** Any deviation from the rules of the scheme and/or an attempt to manipulate it shall result in the disqualification of the Customer.
- 18.** MTN's decision shall always be final.
- 19.** Reward is non-transferable in whole or in part and must be taken as stated.
- 20.** Rewarded customers agree to the publicity of their names/photos in any publication and on the MTN website without any payment.
- 21.** MTN shall give no warranty or guarantee in relation to any reward and the Customer hereby releases and holds us and our agents harmless from any and all liability, injury, loss or damage of any kind, so far as it is permitted by law, arising from your (or our agents) participation or Your acceptance of use or use of any Prize.
- 22.** These terms and conditions are governed by Ghanaian Law and You and we submit to the exclusive jurisdiction of the Ghanaian Courts.
- 23.** For customer service issues users should contact MTN Customer Services by calling 100.
- 24.** All customers participating must ensure that they are duly registered failing which owner of unregistered sim who wins shall forfeit prize to next registered person.