

WHEELSPINS TERMS AND CONDITIONS

Last updated: 06/12/2025

These Terms and Conditions govern your use of the website www.WheelSpins.co.uk (the "Website") and your participation in any prize competitions promoted under the brand "**WheelSpins**".

The Website is operated by **RETALI8 LTD**, a company registered in England and Wales with company number **14928357** and registered office at **119 Washway Road, Sale, England, M33 7TY** ("RETALI8", "Promoter", "we", "us", "our").

By using the Website, creating an account or entering any WheelSpins competition, you agree to be bound by these Terms and Conditions.

1. ABOUT US

1.1 The promoter of all WheelSpins competitions is **RETALI8 LTD**, trading as "**WheelSpins**".

1.2 Our Website is: www.WheelSpins.co.uk.

1.3 WheelSpins operates online prize competitions where entrants can buy tickets (or enter for free by post), answer a skill-based question and be entered into a prize draw to win vehicles and other prizes. Some competitions may also include a promotional "**Spin the Wheel**" mechanic which can award bonus tickets or bonus spins.

2. APPLICABILITY OF THESE TERMS

2.1 These Terms and Conditions apply whenever you:

- use or browse the Website;
- create a WheelSpins customer account;
- purchase tickets or receive tickets by any permitted method;
- enter any WheelSpins competition;
- use any promotional offer or bonus (including bonus spins on the Spin the Wheel feature);
- enter via the free postal entry route.

2.2 In addition to these general Terms and Conditions, each competition may have its own **Competition Rules** shown on the relevant competition page. Those rules form part of your contract with us.

2.3 If there is any conflict between:

- any **specific Competition Rules**, and
- these general Terms and Conditions,

the **Competition Rules** will take priority for that competition.

3. CHANGES TO THESE TERMS

3.1 We may update these Terms and Conditions from time to time (for example to reflect legal or regulatory changes or updates to how our competitions work).

3.2 Where we make material changes, we will try to give you reasonable notice (for example by updating the “Last updated” date, showing a notice on the Website or emailing registered users).

3.3 If you continue to use the Website or enter competitions after changes take effect, you will be treated as having accepted the updated Terms. If you do not agree, you must stop using the Website and close your WheelSpins account.

4. ELIGIBILITY

4.1 You must be **at least 18 years old** to use the Website or enter any competition.

4.2 By creating an account or entering a competition, you confirm that:

- you are 18 or over;
- you are legally capable of entering into a binding contract; and
- you are not breaching any laws or regulations in the country from which you access the Website.

4.3 Our competitions are primarily intended for UK residents. We do not accept responsibility if you enter from a jurisdiction where our competitions are illegal or restricted. If you are unsure, you should obtain legal advice and not enter.

4.4 We may reject, suspend or cancel your account and/or entries if we reasonably believe that:

- you are under 18;
 - you have provided false information; or
 - you are entering from, or on behalf of someone in, a prohibited or high-risk jurisdiction.
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5. WHEELSPINS ACCOUNTS

5.1 To buy tickets online or manage entries, you must create a **WheelSpins account** via the Website.

5.2 You must provide accurate and complete information when registering, including

your full name, address, email address and date of birth.

5.3 You may only hold **one** WheelSpins account. If we discover or reasonably suspect that you have multiple accounts, we may:

- close or merge duplicate accounts;
- void entries made from duplicate accounts; and
- require you to return any prizes won via duplicated accounts.

5.4 You are responsible for keeping your login details secure. Any activity carried out using your account will be treated as having been carried out by you.

5.5 You may close your account at any time by contacting us (see clause 18).

Closing your account does not affect:

- entries already made;
- your responsibility for any outstanding payments; or
- our right to keep certain records where required by law or regulation.

6. USE OF THE WEBSITE (LICENCE & ACCEPTABLE USE)

6.1 We grant you a limited, personal, non-transferable licence to access and use the Website for the purpose of viewing competitions and entering them in accordance with these Terms.

6.2 You must **not**:

- use the Website for any illegal, fraudulent or abusive purpose;
- attempt to interfere with, hack or disrupt the Website or any related systems;
- scrape or copy content for commercial use;
- use bots, scripts or automated tools to make entries;
- open accounts or make entries on behalf of any other person without permission.

6.3 We may suspend or terminate your access to the Website and/or void entries if you breach these obligations.

7. OVERVIEW OF COMPETITIONS

7.1 WheelSpins runs online **skill-based prize competitions** where:

- you obtain tickets (either by purchase or via the free postal route);
- you must correctly answer a **multiple-choice or other skill-based question**; and
- all valid entries are entered into a prize draw or other winner-selection process as described on the competition page.

7.2 Each competition will describe:

- the prize or prizes (for example a specific vehicle or a cash alternative);
- the ticket price (if any);
- the entry limit per person (if any);
- the opening and closing dates (the “Promotion Period”);
- any maximum number of entries overall;
- whether bonus spins or additional tickets may be awarded via the **Spin the Wheel** feature.

7.3 We may run several competitions at the same time. Each competition is separate and will have its own Promotion Period and rules.

8. HOW TO ENTER – PAID ONLINE ENTRY

8.1 To enter a competition by purchasing tickets online, you must:

- log into your WheelSpins account;
- select the competition you wish to enter;
- choose how many tickets you want to buy (subject to any entry limit);
- answer the skill-based question as prompted; and
- pay using one of the payment methods shown on the Website.

8.2 All prices and any applicable fees will be displayed at checkout.

8.3 Your entry is not valid until:

- your payment has been successfully authorised; and
- we have recorded your entry in our systems and shown it in your WheelSpins account or email confirmation.

8.4 Except where expressly stated otherwise in these Terms or required by law, **entries are non-refundable, non-exchangeable and non-transferable** once purchased.

9. SKILL-BASED QUESTION

9.1 Every paid or postal entry will require a correct answer to a **skill-based question** (for example a multiple-choice car-related question).

9.2 The question and available answers will be displayed clearly on the Website during the entry process.

9.3 Only entries with a **correct answer** to the skill-based question will be entered into the final prize draw. Entries with an incorrect answer will **not** be eligible to win the prize and may be treated as void.

9.4 We may change the skill-based question from time to time or between

competitions. The question that applies to your entry is the one shown and answered at the point of purchase / postal entry.

10. FREE POSTAL ENTRY

10.1 For each competition we run, there will always be a **free postal entry route**. Postal entries have the **same chance per valid entry** of winning as paid online entries.

10.2 Full instructions and the current postal entry address for WheelSpins will be shown on the Website on a dedicated “Free Postal Entry” page for each competition.

10.3 In general, a valid postal entry must:

- be handwritten (not printed or copied);
- include your full name, address (including postcode), email address used for your WheelSpins account, and phone number;
- clearly state the name of the competition you wish to enter;
- clearly state your answer to the relevant skill-based question;
- be sent separately for each entry (one entry per envelope) with proper UK postage paid; and
- arrive at the postal entry address before the end of the Promotion Period.

10.4 If you do not already have a WheelSpins account when we process your postal entry, we may create an account for you using the details you provide so that your entry can be properly recorded.

10.5 Postal entries that are late, incomplete, illegible, incorrectly addressed or fail to meet these requirements may be treated as invalid.

10.6 We do not accept responsibility for postal entries that are lost, delayed or damaged in transit.

11. BONUS “SPIN THE WHEEL” FEATURE

11.1 WheelSpins may offer a promotional “**Spin the Wheel**” mechanic in connection with some competitions.

11.2 The Spin the Wheel feature is a **bonus promotion**. It does not affect:

- the underlying selection process for the main competition winner; or
- your eligibility to enter via the free postal route.

11.3 Spins may be awarded, for example:

- as part of a paid ticket bundle (e.g. “10 tickets + 2 free spins”);
- as a bonus when redeeming a valid postal entry code; or
- via special offers and promotions described on the Website.

11.4 Each spin of the wheel will award a **guaranteed bonus**, which may consist of:

- additional tickets for the relevant competition (e.g. +1 ticket, +5 tickets, +100 tickets); and/or
- additional bonus spins (e.g. +1 spin).

The specific prize segments and weighting for each competition will be shown or explained on the Website.

11.5 You cannot purchase spins separately from tickets unless we clearly state otherwise. Spins have no cash value and cannot be exchanged for cash.

11.6 Where a spin awards additional tickets for a live competition, those bonus tickets will be added to your WheelSpins account and will participate in the same draw on the same terms as any other valid ticket.

11.7 Where a spin awards a **bonus spin**, that spin will be added to your available spin balance and may be used on the same wheel (subject to any expiry date notified on the Website).

11.8 If there is a technical problem with the wheel (for example the animation fails to complete, or the outcome cannot be determined), we may:

- re-credit the spin to your account;
- re-run the spin; or
- allocate a fair equivalent prize,

in each case acting reasonably and in accordance with applicable law.

12. TICKET BUNDLES, SPINS AND ENTRY LIMITS

12.1 We may offer different **ticket bundles**, for example:

- £5 = 5 tickets + 1 spin;
- £10 = 10 tickets + 2 spins;
- £15 = 15 tickets + 4 spins,

or other combinations as advertised on the Website.

12.2 The bundles and prices available may change from time to time. The bundle details at the moment you complete checkout will apply to that purchase.

12.3 We may set a **maximum number of entries per person** for each competition (the "Competition Entry Limit"), which will be shown on the competition page.

12.4 We may refuse or void entries if:

- you exceed the Competition Entry Limit;
 - we reasonably believe you are using multiple accounts or other methods to bypass the limit; or
 - there has been a clear technical or pricing error.
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13. WINNERS AND PRIZES

13.1 At the end of the Promotion Period, the winner(s) of each competition will be selected from all valid entries as described in the Competition Rules (for example via an independently audited random draw).

13.2 We will contact potential winners using the contact details registered in their WheelSpins account (or provided with their postal entry).

13.3 To claim a prize, you may be required to:

- provide proof of identity and age;
- provide proof of address; and
- pass any necessary fraud, AML or verification checks.

13.4 If we cannot contact a winner, or if a winner fails to provide required information within a reasonable time (which will be stated in the Competition Rules), the winner may forfeit the prize and we may select an alternative winner.

13.5 Prizes are not transferable and cannot be exchanged, except where we offer a clearly described **cash alternative**.

13.6 Vehicle prizes will be supplied subject to availability, standard manufacturer terms and any applicable insurance, tax, registration or licensing requirements. Unless expressly stated otherwise on the competition page, the winner is responsible for:

- arranging and paying for insurance;
- road tax;
- fuel; and
- any ongoing running costs.

13.7 We may publish or share winners' names, general location (e.g. town/city) and images or video content of prize handovers, in line with our Privacy Policy and any applicable advertising or regulatory requirements.

14. CANCELLATION, REFUNDS AND TECHNICAL ISSUES

14.1 Once you have purchased a ticket and submitted your entry (including answering the skill-based question), you will not normally be entitled to a refund, cancellation or exchange, except where:

- we cancel the competition without selecting a winner;
- we are required to refund under consumer law or other applicable regulations.

14.2 If a competition is cancelled by us without a winner being chosen, we may:

- refund the ticket price; or
- credit you with equivalent entries in another competition,

acting reasonably and in compliance with applicable law.

14.3 We are not responsible for:

- entries that are not completed due to internet, device or browser problems on your side;
 - delayed or lost emails;
 - technical issues caused by third-party providers beyond our reasonable control.
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15. LIABILITY

15.1 Nothing in these Terms excludes or limits our liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation; or
- any other liability which cannot be excluded or limited under English law.

15.2 Subject to clause 15.1, our total liability to you in connection with any one competition or incident will be limited to:

- where you have won a prize: the **cash value of that prize**; or
- where you have not won a prize: the **total amount you paid for tickets in that competition**.

15.3 We will not be liable for:

- any loss of profits, business, or anticipated savings;
 - any loss of data or corruption of data;
 - any indirect or consequential loss or damage;
 - any failure or delay due to events beyond our reasonable control (including failures of third-party hosting, payment or postal services).
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16. YOUR PERSONAL DATA

16.1 We will handle your personal data in accordance with:

- applicable data protection laws in the UK; and
- our **Privacy Policy** and **Cookie Policy**, as published on the Website.

16.2 We will use your personal information primarily to:

- set up and manage your WheelSpins account;
- process entries and payments;
- run our competitions and deliver prizes;

- comply with legal and regulatory obligations; and
 - send you service-related communications.
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17. COMPLAINTS AND DISPUTES

17.1 If you have any complaint or query about the Website or our competitions, please contact us using the details in clause 18.

17.2 We will try to resolve complaints fairly and as quickly as reasonably possible.

17.3 These Terms and any disputes or claims arising out of or in connection with them (including non-contractual disputes or claims) are governed by **English law**, and the courts of **England and Wales** will have exclusive jurisdiction.

18. CONTACT US

18.1 If you need to contact us about any aspect of the Website or our competitions, you can email us at:

support@WheelSpins.co.uk

(or any other email address we publish on the Website from time to time).

18.2 We do **not** currently offer customer support by telephone.

18.3 A list of winners and basic winner information for a particular competition will be available for at least **one month** after the end of that competition. You can request this by emailing us at the address above and specifying the competition name and draw date.

19. OTHER LEGAL TERMS

19.1 If any part of these Terms is judged to be invalid or unenforceable, the remaining provisions will continue in full force.

19.2 Our failure to enforce any right or provision of these Terms will not constitute a waiver of that right or provision.

19.3 These Terms, together with the Competition Rules and any other documents referred to in them, form the entire agreement between you and us in relation to the Website and our competitions.

19.4 You may not assign or transfer your rights or obligations under these Terms without our prior written consent. We may assign or transfer our rights and obligations to another company in our group or in connection with a sale or restructuring of our business.

IMPORTANT NOTE (READ THIS BIT)

This is a **draft** Terms and Conditions document prepared for **WheelSpins / RETALI8 LTD** based on your description of how the site and the Spin the Wheel mechanic will work. It is **not formal legal advice**.

You should get your **solicitor** to review, customise and approve this before you publish it on WheelSpins.co.uk, especially to make sure it lines up with your actual tech implementation, payment flows, bonus structure, and UK skill-competition / gambling law.