

## Castrol SA Q4 National Campaign Spin and win: 05 October – 30 November 2026

### Terms & Conditions

The terms and conditions set out below ("Terms and Conditions") apply to the Win with **Castrol SA Q4 National Campaign Spin and win 2026** ("Promotion") being run and administered by Castrol Southern Africa (Pty) Ltd with its registered address at 6th Floor of the Ridge Tower at 1 Discovery Place (the Discovery Building), Sandhurst, Sandton, 2196, South Africa ("Promoter" or "us" or "we").

These Terms and Conditions will prevail in the event of any conflict or inconsistency with any other communications sent to you by us, including advertising or promotional materials.

Prize redemption instructions are deemed to form part of the Terms and Conditions. By entering this Promotion, you are deemed to be a participant ("hereinafter referred to as "you" or "participant") and all participants will be deemed to have accepted and shall be bound by these Terms and Conditions.

This version of the Terms and Conditions applies to each participant residing in and purchasing the eligible product in South Africa ("the Territory") and may be viewed on the Castrol WhatsApp platform by going to 067 346 1627.

#### 1. Important Provisions

It is important for us to point out certain important provisions in these Terms and Conditions to you. The clauses which contain these important provisions and the reasons why they are important are set out below. It is important that you read all these Terms and Conditions carefully and not only what we point out below.

1.1. Limitation of risk, legal responsibilities, and liability. Clauses 6, 7, 10, 11, 12 and 13 herein below are important because they limit and exclude obligations, liabilities, and legal responsibilities that we and other persons or entities may otherwise have to you. As a result of these clauses, your rights and remedies against us and these other persons and entities are limited or excluded. These clauses also limit or exclude your right to recover from, or make claims against, the Promoter for losses, damages, liability, or harm you or others may suffer as a result of your participation in the Promotion. Clauses 7 and 11 herein below are particularly important because you take on risk, legal responsibilities, and liability. In terms of these clauses, you may be responsible for taxes, fees, claims, and other amounts. You will also be responsible for, and you accept, various risks, damages, harm, and injury which may be suffered by you and others for what is stated in these clauses.

1.2. Indemnities by you. Clause 7 herein below requires you to indemnify (hold harmless) us and other persons or entities against claims, loss, damages, and harm that may be suffered by us and other persons or entities as a result of your participation in the Promotion. This places various risks, liabilities, obligations, and legal responsibilities on

you, and you will be responsible and liable for the payment of the value of the claims, loss, damages, and harm that may be suffered or claimed.

- 1.3. The Promotion is only valid in the Territory and is open only to a natural person, who:
  - i) is a legal resident in the Territory as either (a) a citizen; (b) a permanent resident; or (c) a student or professional in possession of a valid working permit; and (ii) is at least 18 (eighteen) years old.
- 1.4. The Promotion is not open to any person who has won a Castrol competition in the last 12 months.
- 1.5. The Promotion is not open to the Promoter, including its employees agencies, sales agents/ merchandisers, packaging suppliers and their immediate family members (spouses, life partners, parents, grandparents, siblings, children and grandchildren) or to their business partners, or any person who is (i) a director, member, partner, or agent of, or consultant to the Promoter or any other person who directly or indirectly controls or is controlled by, the Promoter; or (ii) a supplier of goods or services in connection with the Promotion (which shall, for the avoidance of doubt, exclude AutoZone's employees agencies and sales agents/ merchandisers from being a participant in the Promotion) .
2. Participation in the promotion constitutes your acceptance of these terms and conditions. All information relating to this Promotion and published in any promotional material will form part of the terms and conditions of entry. The Promoter reserves the right to amend these Terms and Conditions in its sole discretion at any time, and the amendments will be deemed to have taken effect on the date of publication of the revised Terms and Conditions on the Promoter's website at [www.castrol.com](http://www.castrol.com)
3. The promotion will run from 07 October 2026 at 00h00 and end 07 December 2026 at 23h59 ("the Promotion Period"). No entries received before or after the Promotion Period will be accepted.
4. A Participant wishing to participate in the Promotion must:
  - 4.1. Purchase, during the Promotion Period, at least one of the following **Castrol 5 (five) liter** products:
    - Castrol MAGNATEC 10w-40
    - Castrol GTX (5W-30/10W-40/15W-40P/15W-40D)
    - Castrol VECTON

- Castrol CRB
- Castrol TRANSMAX

The above Castrol products are referred to as the “Eligible Products”.

- 4.2. To participate, entrants can scan the QR code on promotional material in participating stores using the camera icon in WhatsApp. Alternatively, they can save 067 346 1627 as a contact, open a WhatsApp conversation with Castrol, and say “hi” to get started. They must then follow the prompts to submit the required details, the 12-digit unique code found inside the bottle cap, and the 8-digit label code printed below the QR code on the back of the bottle.
  - 4.3. Complete a new purchase of an Eligible Product, as stated in clause 4.1 and follow the process set out in clause 4.2, for each new entry submitted.
  - 4.4. Enter using a cell phone number that is owned and registered to that Participant. No other person can use another person’s cell phone or cell phone number for their entry into the Promotion. If it is discovered that a Participant has entered a cell phone number that is not registered to that Participant, he/she will automatically be disqualified, and will be required to refund to the Promoter any prize(s) that such Participant may have received from the Promoter.
  - 4.5. Not enter the Promotion using more than one cell phone number. This is to avoid additional fraud being conducted by multiple SIM card owners.
  - 4.6. Enter using a cell phone number that is contactable during office hours (08h00 to 17h00, Monday to Friday, excluding Public Holidays).
5. By participating in the Promotion and following the steps set out in clause 4, you stand a chance to win a share of R500,000.

5.1. The following will apply to the Prize:

- 5.1.1. Submissions qualify if the entrant correctly submits the 12-digit unique code found inside the Castrol product bottle cap and the 8-digit label code printed below the QR code on the back of the bottle, provided the Eligible Product was purchased at an outlet within the Territory during the Promotion Period and meets the qualifying requirements in Clause 4.
- 5.1.2. Monthly Draw Winners will be randomly selected through a computerized competition service. Each draw will commence after the relevant calendar month has ended and may take up to two working days to set up and complete. Winner verification will begin once the draw is complete.
- 5.1.3. If a Participant is randomly drawn as Potential winner of a Prize, such a winner will be notified via SMS or WhatsApp. They will receive a link to a winner's verification form on WhatsApp and are required to complete the form within 48 hours of receipt, for final verification, before they can be confirmed as a winner. Any potential winner who fails to complete the form within 48 hours will forfeit their chance and will be replaced by a standby potential winner.

5.1.4. A potential Prize winner is not an actual winner until his/her status as a Participant is confirmed and his/her qualifying documents (ID number, residential address, email, name and surname) are completed and submitted via WhatsApp within the time period stipulated.

5.1.4.1. Entrants who select a passport during winner verification will be contacted at the email address they provided and asked to submit proof of residence in South Africa. This is to verify that they meet the residency requirements in Clause 1.3.

5.1.5. Potential winners will receive an SMS message within 10 working days after submission of the verification form, confirming if they are verified or have been forfeited, with the SMS sent to the cell phone number used during entry to the Promotion.

5.1.6. The prize will be delivered to each confirmed winner by courier within 15 working days after the winner has been notified and has provided the required delivery details.

5.1.7. FastScan Profile holders will be awarded double points on qualifying transactions during this campaign period. The additional points will be automatically allocated by the system and will form part of Rewards for this competition.

#### **5.1.8. Monthly Draw Prizes**

5.1.8.1. Monthly Draw eligible entrants stand a chance to win one of 10 gaming hampers, each valued at R20,000. The total value of the prizes available over the two-month Promotion Period is R200,000. Two random draws will be held, one after the end of each month of the Promotion Period. Five winners will be selected in each draw.

#### **5.1.9. Instant rewards**

5.1.9.1. Winners will receive their unique Pick 'n Pay Voucher or Takealot Voucher via SMS after receiving their winner notification. Winners will be notified of their reward immediately after winning, and their unique voucher code will be sent by SMS to the mobile number used to enter. No winner verification is required. A total of 1,100 instant rewards, with a combined value of R300,000, are available:  
500 Pick 'n Pay vouchers valued at R200 each (total value: R100,000).  
400 Takealot vouchers valued at R250 each (total value: R100,000).  
200 Takealot vouchers valued at R500 each (total value: R100,000).

5.1.9.2. Instant rewards will be awarded throughout the Promotion Period. Each mobile number (MSISDN) may receive only one instant reward.

5.1.10. The Participant acknowledges that separate terms and conditions may apply to the Prize, which terms and conditions could deal with issues such as the use of the Prize and the period of validity thereof, for example. The winner shall

be required to accept and comply with the Prize-specific terms and conditions, as may be notified to the winner.

6. No responsibility will be accepted by the Promoter, its associated companies (its directors, officers, and employees), agents and suppliers, for any prizes which are lost, delayed, corrupted, damaged, misdirected, or incomplete or cannot be redeemed for any technical reason, delivery, or other reasons.
7. As far as the law allows, all Participants indemnify the promoter and its associated companies (directors, officers and employees) agents and suppliers, against any and all claims for any loss or damages, whether direct, indirect, consequential or otherwise, arising from any cause whatsoever connected to or arising from their participation in any way in this Promotion and/or any receipt of and/or use of a prize or voucher.
8. By taking part in this Promotion, Participants hereby warrant that all information submitted to the Promoter is true, current, and complete.
9. The Promoter may decline to award a prize or voucher if there is a reasonable suspicion of any irregularities or fraudulent activities. The Promoter may disqualify an otherwise valid entry if, in the reasonable opinion of the Promoter, the Participant has not complied with these Terms and Conditions or the entry process.
10. As far as the law allows, all warranties and representations concerning the Promotion not set out in these Terms and Conditions (whether express, implied, or tacit) are hereby excluded.
11. As far as the law allows, the Promoter shall only be responsible for those costs which these Terms and Conditions expressly say that the Promoter will pay. The Participant is responsible for (i) all applicable local taxes and fees; and (ii) all other costs incurred by it or arising directly or indirectly from the Participant's participation in the Promotion, or from the acceptance, receipt, use or enjoyment of any prize or voucher. Without limiting the rest of this clause 12, the Participant will be responsible for the cost of submitting proof of purchase and entering the promotion and any mobile or data charges that apply, as per the tariff rates charged by the Participant's mobile network provider.
12. The Promoter reserves the right to terminate the Promotion immediately and without notice, if circumstances beyond its reasonable control prevent the Promoter, its associated companies

(directors, officers, and employees), agents and suppliers, from continuing to conduct the Promotion. In the event of such termination, as far as the law allows, all Participants acknowledge that they will have no recourse against the Promoter, its associated companies (directors, officers, and employees) agents and suppliers, in respect thereof.

13. As far as the law allows the Promoter, its associated companies (directors, officers, and employees), agents and suppliers, shall not be responsible for a Participant's failure to access the Promotion for any reason whatsoever including, by way of example only, as a consequence of communications or network failures.
14. If any provision of these Terms and Conditions is found to be invalid or unenforceable by any court of competent jurisdiction, then that provision shall be severed from these Terms and Conditions and shall not affect the validity or enforceability of any remaining provisions.
15. The Promoter's decision is final, and binding and no correspondence will be entered into.
16. By taking part in this Promotion, you accept the Promoter's data privacy policy and understand that for the purposes only of this campaign, the Promoter will store and use the Participant's details for the purpose of processing the Participant's entry into this Promotion and to perform all activities which flow from the Promoter's receipt of the Participant's entry in terms of this Promotion and for statistical purposes only.
17. No cash or alternatives will be offered for the Vouchers in whole or in part. The winner accepts the Voucher at their own risk. In the event of unforeseen circumstances, the Promoter reserves the right to substitute the Voucher with a prize of the same or greater value than the Voucher value set out in clause 5.
18. These Terms and Conditions shall be governed by the laws of South Africa.