

MAGPIE COMPETITIONS

PRIZE FULFILMENT POLICY

Effective Date: 08 August 2026 Version: 1.0

1. Introduction

This Prize Fulfilment Policy explains how **Magpie Competitions** (“the Company”, “we”, “us”) delivers prizes to winners. Our goal is to ensure every prize is fulfilled safely, fairly, and within reasonable timeframes.

2. Winner Contact

2.1 Winners are contacted using the details provided on their account.

2.2 We will attempt contact via **email**, **SMS**, and/ or **telephone**.

2.3 If a winner does not respond within **14 days**, the prize may be forfeited and a redraw may occur.

3. Identity & Eligibility Verification

3.1 Before a prize is fulfilled, winners must complete verification checks, which may include:

- proof of identity
- proof of age (18+)
- proof of address
- any additional documents required for high-value prizes

Verification must be completed within **14 days**.

4. Prize Delivery Timeframes

4.1 We aim to deliver prizes within:

- **7–14 days** for standard consumer goods
- **14–28 days** for high-value items
- **Up to 60 days** for vehicles, holidays, or supplier-dependent prizes

4.2 Some prizes may require longer fulfilment due to stock, supplier availability, or customisation.

5. Delivery Methods

5.1 Prizes may be delivered by:

- insured courier
- tracked postal service
- direct supplier shipment
- in-person handover (for vehicles or high-value items)

5.2 Winners must ensure their delivery details are accurate.

6. Supplier-Provided Prizes

6.1 Some prizes are sourced directly from third-party suppliers. In these cases:

- delivery times may vary
- warranty and support are provided by the supplier
- the Company is not responsible for supplier delays beyond our control

7. Cash Alternatives

7.1 Where applicable, cash alternatives are offered in accordance with our **Cash Alternative Policy**.

8. Prize Issues or Damage

8.1 If a prize arrives damaged:

- the winner must notify us within **48 hours**
- we will arrange repair, replacement, or compensation depending on the prize type

9. Unclaimed Prizes

91. If a winner does not complete verification or respond within the required timeframe, the prize may be forfeited and re-drawn.

10. Contact

10.1 For prize fulfilment queries: hello@magpiecomps.co.uk