



Cookware Survey & Prize Promotion

Official Terms and Conditions



1. Promoter and Administrator

- This promotional competition (“Promotion”) is conducted by **Hendler & Hart (Pty) Ltd (“Promoter”)**.
- Physical Address: C/o Power Street & Brakpan Road, Boksburg East Industrial, Boksburg, 1460, South Africa.
Email: info@hendler.co.za | Telephone: 011 898 6300.
- The Promotion is administered by Red September Agency (“Administrator”) on behalf of the Promoter.
- By entering this Promotion, participants agree to be bound by these Terms and Conditions (“Terms”).

2. Competition Period

- The Promotion commences on 2 March 2026 at 12:00 and closes on 17 March 2026 at 23:59 (“Competition Period”).
- Entries received after the closing date and time will not be considered.
- The Promoter reserves the right to extend or shorten the Competition Period where necessary.

3. Eligibility

- The Promotion is open to natural persons who:
 - Are 18 years or older;
 - Are permanent residents of the Republic of South Africa; and
 - Complete the official Hendler & Hart cookware survey during the Competition Period.
- Employees, directors, agents, consultants of the Promoter and Administrator, and their immediate family members, are not eligible to participate.
- No purchase is required to enter this Promotion.

4. How to Enter

- To enter, participants must:
 - Access the survey via the official campaign link distributed on Meta (Facebook or Instagram);
 - Complete the survey in full via Meta Messenger;
 - Provide valid contact details if prompted for prize fulfilment purposes.
- Only one entry per person is permitted during the Competition Period.
- Duplicate, incomplete, fraudulent, automated, or bot-generated entries will be disqualified.
- Survey answers do not influence the outcome of prize allocation.

5. Entry Limitations and Fair Use

- One entry per verified individual.
- The Promoter reserves the right to disqualify any participant who attempts to manipulate the system, submit multiple entries, or provide false information.
- The Promoter may use technical fraud detection mechanisms to ensure fair participation.

6. Prizes and Prize Pool

- Prizes are subject to availability and allocated from a predetermined, capped prize pool. Participation does not guarantee a prize.
- Prizes may include:
 - Hendlar & Hart J7 cookware sets;
 - Grocery vouchers;
 - Takealot vouchers.
- Prizes are not transferable, refundable, or exchangeable for cash.
- The Promoter reserves the right to substitute a prize with another prize of equal or greater value if required.
- Once the prize pool has been exhausted, no further prizes will be awarded, but survey responses will continue to be collected for research purposes.

7. Winner Selection Mechanism

- Winners are determined through an automated, randomised in-chat mechanic (Spin and Win / Reveal system) within Meta Messenger.
- Prize allocation is random and not influenced by survey responses.
- Allocation remains subject to prize availability.

8. Winner Notification and Claiming

- Winners will be contacted using the details provided.
- If a winner cannot be contacted within 5 business days, or fails to respond within 5 business days, the Promoter reserves the right to allocate the prize to an alternative winner.
- The Promoter is not responsible for incorrect or incomplete contact details provided by participants.

9. Prize Delivery

- Digital vouchers will be delivered electronically via email or SMS.
- Physical prizes will be couriered within South Africa to the address supplied by the winner.
- Delivery timelines may vary depending on third-party service providers.
- The Promoter is not liable for delays caused by third-party delivery partners.

10. Data Protection and POPIA

- Survey responses are collected for research purposes to better understand consumer preferences relating to cookware.
- Personal information collected will:
 - Be used solely to administer the Promotion and deliver prizes;
 - Not be sold to third parties;
 - Only be used for marketing where explicit opt-in consent is provided;
 - Be processed in accordance with the Protection of Personal Information Act (POPIA).
- Personal information will be retained only as long as necessary to fulfil the purpose for which it was collected.

11. Meta Disclaimer

- This Promotion is in no way sponsored, endorsed, administered by, or associated with Meta, Facebook, Instagram or WhatsApp.
- Participants acknowledge that they provide information to the Promoter and not to Meta.

12. Disqualification

- The Promoter reserves the right to disqualify any participant who:
 - Violates these Terms;
 - Tampers with the entry process;
 - Engages in fraudulent or unlawful conduct;
 - Brings the Promoter into disrepute.
- The Promoter's decision is final and binding, subject to applicable law.

13. Release and Limitation of Liability

- By participating in the Promotion, participants indemnify and hold harmless Hendler & Hart (Pty) Ltd and its Administrator from any liability, loss, damage, cost or expense arising out of or in connection with the Promotion or the acceptance, use or misuse of any prize, except where such liability cannot be excluded in terms of applicable law.
- Hendler & Hart and its Administrator shall not be responsible for any incorrect or inaccurate information, technical malfunction, system error, delay, interruption, or unauthorised human intervention in any part of the Promotion, including but not limited to issues relating to Meta, Facebook, Instagram, Messenger functionality, internet connectivity or third-party service providers.
- Hendler & Hart reserves the right, where reasonably necessary and permitted by law, to amend, modify, suspend or terminate the Promotion or these Terms and Conditions at any time, including substituting prizes of equal or greater value, should circumstances beyond its reasonable control require such action.

14. Governing Law and Jurisdiction

- These Terms are governed by the laws of the Republic of South Africa.