

RULES AND REGULATIONS



1. CONTEST TIMING: The "Reliance™ \$25K Paperless Contest 2019" contest (the "Contest") is open from 12:00 a.m. EDT on March 1, 2019 (the "Contest Start Date") through to 4:00 p.m. EDT on December 31, 2019 (the "Contest Closing Date") (the period between the Contest Start Date and the Contest Closing Date being the "Contest Period").

2. ELIGIBILITY: The Contest is open to legal residents of Ontario, Manitoba, Saskatchewan, Alberta and British Columbia who have reached the age of majority in their province of residence as of the Contest Start Date and who: (a) have an existing valid and active residential account with Reliance Home Comfort during the Contest Period for the rental of water heater, heating, ventilating or air conditioning equipment ("Rental Account") or for a Comfort Protection Plan ("CPP Account") (together, "Reliance Accounts"); (b) have not already enrolled in Reliance Home Comfort's paperless or online billing program ("Paperless billing program") and/or have not already enrolled in Reliance Home Comfort's Pre-authorized billing program ("Pre-authorized billing program") as of the Contest Start Date; and (c) enroll in the Paperless billing program and/or enroll in the Pre-authorized billing program during the Contest Period (see rule 3 for details) Notwithstanding the foregoing, the Contest is not open to any person who is an employee, officer or director of Reliance Comfort Limited Partnership (the "Sponsor") or of any agent, representative, partner, affiliate, subsidiary, parent or related company or advertising or promotional agency of the Sponsor or who is a member of the immediate family (i.e. parent, sibling, child or spouse) or household of any of the above persons. Duplicate Rental Accounts or CPP Accounts are not eligible. An individual having a Rental Account and a CPP Account for the same premises will be deemed to have one Reliance Account for the purposes of the Contest. An individual enrolled into the Paperless billing program as well as the Pre-authorized billing program during the Contest Period will be given one entry for the purposes of the Contest, and all entrants are limited to one entry per account.

3. HOW TO ENTER: No purchase is necessary to enter the Contest. Entrants who meet the criteria for eligibility set out in rule 2 will be automatically entered into the Contest unless they have advised the Sponsor during the Contest Period that they do not wish to participate in the Contest. There is no cost associated with enrolling in the Paperless billing program.

Any person who is found to have entered in a fashion not sanctioned by these rules and/or who has submitted greater than the number of entries permitted may be disqualified. Entries generated by script, macro, robotic, programmed or any other automated means are prohibited and will be disqualified. Late, lost, incomplete, illegible, falsified or misdirected entries or entries that are irregular, have been submitted through illicit means or do not conform with or satisfy any or all conditions of these rules, will be judged void.

4. PRIZES: There will be one (1) prize, consisting of \$25,000CAD (the "Prize") in the form of a cheque made payable to the name of the winning entrant. The Prize is non-transferable and must be accepted as awarded. If the Prize is forfeited, then it will not be redrawn and offered to any other entrant unless the Sponsor decides to do so in its sole discretion.

5. DRAW: A random draw (the "Draw") will be held by the Sponsor no later than January 31, 2020, in Toronto, Ontario from all eligible entries received by the Contest Closing Date. The odds of being selected in the Draw depend on the total number of eligible entries received by the Contest Closing Date.

6. CONSENT TO USE PERSONAL INFORMATION: The Sponsor respects your right to privacy. The information provided to enter the Contest will be used only for the purpose of administering the Contest and Prize fulfillment. Unless required by law, your information will not be disclosed or transferred to any third party without your consent.

- 7. SELECTED ENTRANT:** The selected entrant will receive a notification from the Sponsor by email, telephone or mail and, to be declared a winner of the Prize, will be required to: (a) correctly answer a time-limited skill-testing mathematical question; and (b) sign a declaration and release form provided by the Sponsor certifying compliance with these rules and releasing the Sponsor and its agents, representatives, partners, affiliates, subsidiaries, parent and related companies, advertising and the promotional agencies, and all of their respective directors, officers, owners, employees, agents, representatives, successors and assigns (collectively, the "Releasees") from any liability in connection with the Contest or the Prize. The declaration and release documents must be returned to the Sponsor within fifteen (15) business days of the date of the notification, or the Prize may be forfeited. By accepting the Prize, a winner consents to the use of his/her name, address, voice, statement and photograph or other likeness for any publicity by the Sponsor, without further compensation.
- 8. RELEASEES NOT LIABLE:** Entrants agree that the Releasees are not responsible for any incorrect or inaccurate transcription of entry information, or for any human error, technical malfunctions, lost/delayed data transmission, omission, interruption, deletion, defect, failures of any mail, courier or postal service, communication line or network, computer equipment, software, inability to access any website (including the Contest Website) or online service, or any other error or malfunction. The Releasees shall not be responsible for any damage to or arising from the Prize, including without limitation any damage sustained during delivery of the Prize to the winner.
- 9. RIGHTS AND REGULATIONS:** Sponsor reserves the right to cancel, terminate, modify or suspend the Contest at any time without notice to the entrants. Sponsor reserves the right to disqualify any entrant that tampers with the operation of the Contest or violates the rules of the Contest. All decisions of Sponsor are final and binding in all matters relating to the Contest. The Contest is subject to all applicable federal, provincial and municipal laws and regulations.

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