TERMS AND CONDITIONS

STOP TO START: BEST STOP EVER

1 November 2026 to 31 January 2027

Please read these Terms and Conditions carefully before participating in the Promotion. Participation in the Promotion constitutes acceptance of these Terms and Conditions.

1. Introduction and promoter

1.1 These Terms and Conditions ("Terms and Conditions") apply to the Stop to Start: Best Stop Ever promotion ("Promotion").

1.2 The Promotion is run and administered by **Figment Design Laboratories** (Pty) Ltd **("Promoter" or "Figment"),** a company incorporated in South Africa with registration number 014/250994/07, whose registered office is situated in Fairland, Gauteng, Republic of South Africa, for and on behalf of Shell Downstream South Africa Pty ("Shell").

1.3 Shell and the Promoter have appointed **Mobitainment Pty Ltd ("Mobitainment"),** a company incorporated in South Africa with registration number 2006/003392/07, to facilitate the winner-selection, prize-claim and validation process and the fulfilment of the cash Prizes.

1.4 These Terms and Conditions apply to Participants in the Republic of South Africa.

1.5 In the event of any conflict or inconsistency between these Terms and Conditions and any advertising, promotional or other communication relating to the Promotion, these Terms and Conditions will prevail to the extent permitted by applicable law.

1.6 By entering or participating in the Promotion, Participants acknowledge that they have read, understood and accepted these Terms and Conditions and agree to be bound by them.

2. Important consumer protection notice

2.1 Shell and the parties administering or supporting the Promotion have a duty in terms of the Consumer Protection Act 68 of 2008 ("CPA") to draw Participants' attention to provisions that:

2.1.1 limit the risk or liability of Shell, Figment, Mobitainment or any other person;

2.1.2 constitute an assumption of risk or liability by a Participant;

2.1.3 impose an obligation on a Participant to indemnify Shell, Figment, Mobitainment or another person; or

2.1.4 constitute an acknowledgement by a Participant of any fact.

2.2 Participants must therefore read these Terms and Conditions carefully, particularly the provisions relating to prizes, costs, liability, indemnity, personal information and suspension or cancellation of the Promotion.

2.3 Nothing in these Terms and Conditions is intended to exclude or restrict any rights or remedies that cannot lawfully be excluded under the CPA or any other applicable South African law.

3. Promotion period

3.1 The Promotion commences at 00:00 on 1 November 2026 and closes at 23:59 on 31 January 2027 ("Promotion Period").

3.2 Only qualifying transactions completed during the Promotion Period will be eligible for entry into the Promotion.

3.3 There will be 13 weekly prize draws during the Promotion Period.

4. Eligibility

4.1 The Promotion is open only to eligible Participants in South Africa who:

4.1.1 are 18 years of age or older;

4.1.2 are registered V+ Rewards members;

4.1.3 possess a valid South African identity document, Permanent Resident permit or other identification acceptable for purposes of winner verification;

4.1.4 meet all qualifying requirements set out in these Terms and Conditions; and

4.1.5 have valid and current contact details associated with their V+ Rewards profile.

4.2 Participation in the Promotion is not open to any director, member, partner, employee, agent, consultant or other person directly involved in the organisation, administration or execution of the Promotion for Shell, Figment or Mobitainment, to the extent prohibited under applicable law.

4.3 Where applicable under the CPA and these Terms and Conditions, the exclusion in clause 4.2 also applies to the immediate family members of persons who are not permitted to participate.

5. How to qualify and enter

5.1 To enter the Promotion, an eligible V+ Rewards member must:

5.1.1 spend R650 or more on fuel in a single transaction at a participating Shell service station during the Promotion Period; and

5.1.2 swipe or scan their V+ Rewards card or V+ Rewards App during the qualifying transaction.

5.2 Participants may earn multiple entries. Each additional transaction that independently satisfies the requirements in clause 5.1 will earn one additional entry.

5.3 Where a qualifying transaction includes a spend of R150 or more at Shell Select as part of the same R650 or more qualifying transaction, the Participant will receive one additional entry into the Promotion.

5.4 Entries that do not comply with the qualifying requirements may be rejected.

5.5 Shell, Figment and/or Mobitainment reserve the right to verify any transaction or entry before a Participant is confirmed as a winner.

6. Prize

6.1 The Promotion offers 13 prizes, comprising one prize per week for 13 weeks.

6.2 Prize consists of R100,000 (one hundred thousand rand) in cash, marketed as a “13th Cheque”, which will be paid to the verified winner in accordance with the prize fulfilment process set out in these Terms and Conditions.

6.3 Accordingly, a total of 13 individual R100,000 Prizes are available during the Promotion Period.

6.4 One eligible winner will be selected in respect of each applicable weekly draw, subject to these Terms and Conditions.

6.5 A Prize may not be transferred, assigned or exchanged by a winner.

6.6 A winner may be required to satisfy all verification and prize-claim requirements before a Prize is released.

6.7 If circumstances beyond the reasonable control of Shell make a Prize unavailable, Shell reserves the right, to the extent permitted by applicable law, to substitute the Prize with a prize of the same or greater value.

7. Weekly winner selection

7.1 Each qualifying entry will be entered into the weekly draw corresponding to the Qualifying Period during which the qualifying transaction was completed, as set out in clause 7.6.

7.2 The winner-selection process will be independently administered or audited by Mobitainment.

7.3 A potential winner remains subject to successful verification and compliance with these Terms and Conditions.

7.4 Selection as a potential winner does not automatically constitute final confirmation that the Participant has won a Prize.

7.5 A potential winner will only become a confirmed winner once:

7.5.1 the Participant’s eligibility has been verified;

7.5.2 the Participant’s qualifying transaction or entry has been verified;

7.5.3 the required verification and prize-claim information has been supplied within the required period; and

7.5.4 Mobitainment has confirmed the Participant as an eligible winner.

7.6 13-Week Prize Draw Schedule: The table below sets out the Qualifying Period applicable to each of the 13 weekly prize draws.

Draw Week	Qualifying Period	Draw Week	Winner Announcement Date
Week 1	Sun 1 Nov to Sat 7 Nov 2026	Week commencing 9 Nov	**Fri 13 Nov**
Week 2	Sun 8 Nov to Sat 14 Nov	Week commencing 16 Nov	**Fri 20 Nov**
Week 3	Sun 15 Nov to Sat 21 Nov	Week commencing 23 Nov	**Fri 27 Nov**
Week 4	Sun 22 Nov to Sat 28 Nov	Week commencing 30 Nov	**Fri 4 Dec**
Week 5	Sun 29 Nov to Sat 5 Dec	Week commencing 7 Dec	**Fri 11 Dec**

Draw Week	Qualifying Period	Draw Week	Winner Announcement Date
Week 6	Sun 6 Dec to Sat 12 Dec	Week commencing 14 Dec	**Fri 18 Dec**
Week 7	Sun 13 Dec to Sat 19 Dec	Week commencing 21 Dec	**Mon 28 Dec**
Week 8	Sun 20 Dec to Sat 26 Dec	Week commencing 28 Dec	**Mon 4 Jan 2027**
Week 9	Sun 27 Dec to Sat 2 Jan 2027	Week commencing 4 Jan	**Fri 8 Jan**
Week 10	Sun 3 Jan to Sat 9 Jan	Week commencing 11 Jan	**Fri 15 Jan**
Week 11	Sun 10 Jan to Sat 16 Jan	Week commencing 18 Jan	**Fri 22 Jan**
Week 12	Sun 17 Jan to Sat 23 Jan	Week commencing 25 Jan	**Fri 29 Jan**
Week 13	**Sun 24 Jan to Sun 31 Jan**	Week commencing 1 Feb	**Fri 5 Feb**

8. Winner notification and verification

8.1 Shortlisted potential winners will be contacted by Mobitainment using the contact details available for the relevant Participant.

8.2 Mobitainment will attempt to contact a shortlisted potential winner by:

8.2.1 WhatsApp; and/or

8.2.2 telephone.

8.3 A shortlisted potential winner will have 48 hours from notification to respond and confirm the prize claim and/or provide the information reasonably required for verification.

8.4 If the shortlisted potential winner:

8.4.1 fails to respond within the 48-hour period;

8.4.2 cannot reasonably be contacted using the available contact information;

8.4.3 declines the Prize;

8.4.4 is found to be ineligible;

8.4.5 fails verification; or

8.4.6 otherwise fails to comply with these Terms and Conditions, the potential winner will forfeit the Prize and Mobitainment may proceed to the next eligible potential winner.

8.5 Participants are responsible for ensuring that the contact details associated with their V+ Rewards membership remain accurate and accessible during the Promotion and winner-verification period.

9. Winner announcements

9.1 Subject to successful verification, confirmed winners are intended to be announced weekly via Shell's relevant social-media channels in accordance with the applicable winner-announcement schedule.

9.2 Participation in the Promotion is subject to the winner-announcement requirements set out in these Terms and Conditions.

9.3 Only successfully verified winners will be announced as confirmed winners. Confirmed winners will ordinarily be announced on the Friday following completion of the applicable verification process, or on such other date as may be reasonably necessary to complete winner verification.

9.4 No announcement of a shortlisted person before successful verification will constitute confirmation that the person is a winner.

10. Prize claim process

10.1 Potential winners must complete the verification and prize-claim process communicated by Mobitainment.

10.2 A potential winner may be required to supply information and documentation reasonably necessary to:

10.2.1 establish identity;

10.2.2 establish eligibility;

10.2.3 verify the relevant V+ Rewards membership;

10.2.4 verify the qualifying transaction or entry;

10.2.5 facilitate lawful payment or delivery of the Prize; and

10.2.6 satisfy applicable legal, regulatory and audit requirements.

10.3 A potential winner who fails to complete the claim and verification process within the period communicated by Mobitainment may forfeit the Prize.

10.4 If a Prize is forfeited, another eligible potential winner may be selected in accordance with the winner-selection process.

11. Verification, fraud and disqualification

11.1 Shell, Figment and Mobitainment reserve the right to verify the validity of entries and eligibility of Participants.

11.2 A Participant may be disqualified where Shell, Figment or Mobitainment reasonably determines that:

11.2.1 the Participant has provided false, inaccurate or misleading information;

11.2.2 an entry or transaction has been manipulated or falsified;

11.2.3 the Participant has attempted to interfere with the proper operation of the Promotion; or

11.2.4 the Participant has otherwise failed to comply with these Terms and Conditions.

11.3 Any disqualification contemplated by this clause remains subject to applicable law.

12. Prize conditions

12.1 The Prize is subject to successful validation of the winner.

12.2 A winner must cooperate reasonably with Shell, Figment and Mobitainment in completing the verification, audit and fulfilment processes.

12.3 Shell will not be responsible for additional costs incurred by a winner unless expressly stated in these Terms and Conditions.

12.4 The winner accepts the Prize subject to these Terms and Conditions and applicable law.

13. Participant warranties

13.1 By entering the Promotion, each Participant warrants that:

13.1.1 all information supplied in connection with the Promotion is true, current and complete;

13.1.2 the Participant satisfies the eligibility requirements;

13.1.3 the Participant has complied with the qualifying mechanic; and

13.1.4 participation does not violate any applicable law.

14. Costs, taxes and charges

14.1 As far as permitted by law, each Participant remains responsible for costs incurred by the Participant in entering or participating in the Promotion, except for any costs which these Terms and Conditions expressly state will be paid by Shell.

14.2 Participants are responsible for applicable mobile-network, internet or data charges incurred when participating in the Promotion or communicating with Shell, Figment or Mobitainment.

14.3 Any tax liability arising from receipt of a Prize will be dealt with in accordance with applicable South African law.

15. Limitation of liability

15.1 Nothing in these Terms and Conditions excludes or limits any liability that cannot lawfully be excluded or limited.

15.2 To the fullest extent permitted by applicable law, Shell, Figment, Mobitainment and their respective associated companies, directors, officers, employees, agents and suppliers will not be liable for loss, damage, injury or expense suffered or incurred by a Participant arising directly or indirectly from participation in the Promotion or the acceptance or use of a Prize, except where such liability may not lawfully be excluded.

15.3 To the fullest extent permitted by law, Shell, Figment and Mobitainment will not be responsible for an entry that is lost, delayed, corrupted, incomplete, incorrectly submitted or unable to be processed because of technical, communications, network or other failures beyond their reasonable control.

15.4 Participants retain all rights and remedies afforded to them under applicable law.

16. Indemnity

16.1 To the fullest extent permitted by applicable law, each Participant indemnifies Shell, Figment, Mobitainment and their respective associated companies, directors, officers, employees, agents and suppliers against claims arising from the Participant's participation in the Promotion or acceptance or use of a Prize, except to the extent that such liability cannot lawfully be excluded or transferred.

16.2 This clause must not be interpreted as excluding any statutory rights or protections afforded to a Participant under the CPA or other applicable law.

17. Publicity and winner information

17.1 Confirmed winners will be announced on Shell's relevant social-media channels in accordance with clause 9.

17.2 Any additional use of a winner's image, likeness or other personal information for advertising or promotional purposes will be subject to applicable law and any consent required by law.

17.3 Where additional consent is required for promotional content, a winner will not be entitled to additional compensation merely for providing such consent unless otherwise agreed.

18. Personal information and privacy

18.1 Personal information supplied in connection with the Promotion may be collected, processed and stored for purposes connected with administering the Promotion, including:

18.1.1 verifying eligibility;

18.1.2 validating entries;

18.1.3 contacting potential winners;

18.1.4 completing the prize-claim process;

18.1.5 fulfilling Prizes;

18.1.6 conducting auditing and compliance activities; and

18.1.7 complying with applicable legal and regulatory obligations.

18.2 Personal information will be processed in accordance with applicable South African data-protection law and the applicable privacy policies.

18.3 Personal information must not be used for an unrelated purpose except where permitted by law or where the Participant has provided any consent required by law.

19. Amendment, suspension and cancellation

19.1 Subject to applicable law, Shell reserves the right to amend, modify, postpone, suspend or cancel the Promotion, a Prize or any aspect of the Promotion where reasonably necessary.

19.2 Where these Terms and Conditions are amended, the amended version will apply from the effective date communicated or published by Shell, subject to applicable law.

19.3 Shell will not exercise any right under this clause in a manner that unlawfully deprives a Participant of rights afforded under applicable law.

19.4 Should a Prize become unavailable despite reasonable efforts to procure it, Shell may, subject to applicable law, substitute a prize of the same or greater value.

20. Technical and communication failures

20.1 To the extent permitted by law, Shell, Figment and Mobitainment will not be responsible for a Participant's inability to enter or participate in the Promotion as a consequence of network, telecommunications, device, platform or other technical failure beyond their reasonable control.

20.2 Participants are responsible for maintaining access to the telephone number and contact information associated with their V+ Rewards membership for purposes of winner notification.

21. Audit and promotion administration

21.1 Mobitainment is appointed as the independent party supporting the winner-selection, verification and prize-claim processes.

21.2 Shell reserves the right to appoint additional or replacement auditors where reasonably necessary, subject to applicable law.

21.3 Figment will retain its Promotion administration responsibilities on behalf of Shell.

22. Severability

22.1 If any provision of these Terms and Conditions is found by a court or other competent authority to be invalid or unenforceable, that provision will, to the extent required, be severed from these Terms and Conditions.

22.2 The invalidity or unenforceability of one provision will not affect the validity or enforceability of the remaining provisions.

23. No waiver

23.1 A failure or delay by Shell in exercising any right under these Terms and Conditions will not constitute a waiver of that right.

23.2 Any waiver must comply with applicable law.

24. Governing law

24.1 These Terms and Conditions and the Promotion are governed by the laws of the Republic of South Africa.

24.2 Participants retain all rights under applicable South African consumer-protection legislation.

25. Promotion queries

25.1 Queries relating to the Promotion may be directed to the V+ Rewards customer-support channels specified in the V+ app or the back of the V+ Rewards card.

25.2 Participants should retain sufficient information regarding their qualifying transactions until the Promotion and any applicable winner-verification process have been concluded.

26. General

26.1 These Terms and Conditions govern participation in the Promotion.

26.2 Headings are included for convenience and accessibility and do not affect the interpretation of these Terms and Conditions.

26.3 Any matter not expressly provided for in these Terms and Conditions will be dealt with by Shell in accordance with applicable law.

26.4 By participating in the Promotion, a Participant acknowledges having had a reasonable opportunity to read and understand these Terms and Conditions.

PRIVACY POLICY

V+ Rewards Privacy Policy