

Please note: by participating in the Competition you are bound to the Terms and Conditions as set out. Please click [here](#) to view the Terms and Conditions.

FREQUENTLY ASKED QUESTIONS:

What is Spin & Win?

Spin & Win is a great competition where you can stand the chance to win great prizes.

When does Spin & Win run?

The Spin & Win competition runs throughout the year.

Who can take part?

- Cell C Prepaid, Hybrid and Postpaid customers

How do I take part?

To take part you need to earn Spins and then Spin the Wheel. Every time you spin the wheel you stand the chance to win amazing prizes.

What can I win?

- Free bundles
- Discounted bundles
- Lifestyle prizes including vouchers
- Entries into the prize draws where you could win big including bakkies.

How do I earn Spins?

You can earn spins by:

1. Recharging with airtime or bundles
2. Buying bundles (including discount bundle offers you have won)
3. Renewing/Upgrading your current contract
4. Signing up for a new contract
5. Subscribing to content services on the Summer Platform

How many spins?

The number of spins you earn is determined by the price of the bundle purchased / according to the relevant action. Generally, the higher the price of the action the more spins earned.

When you subscribe to content on the Spin & Win platforms you will earn Spins daily (if the daily

subscription fee is successfully billed to you).

When are Spins valid until?

All spins earned in a day are valid until 23h59:59 on the same day. The spins must be used on that day or they will be forfeited.

Do I win a prize on every spin?

No. Customers stand a great chance of winning BUT not every spin will result in a win.

How do I get more spins?

You can get more spins by recharging with airtime, buying qualifying bundles, buying any discount offer you won, subscribing to content, or upgrading/signing up for a contract.

I win an instant free bundle prize what do I need to do?

Nothing at all. The bundle will be loaded automatically to your account and you will be notified immediately via SMS when this is done.

What is a Discount offer that I have won?

A discount offer is a bundle offered to you at a cheaper price than the standard price. This offer needs to be bought and paid for and is not free.

When is the Discount offer Valid until?

The discount offers are valid for 24 hours from the time it has been awarded to you. Discount offers not bought within this time will no longer be available.

Can a free bundle be cancelled?

No. This is a free prize and cannot be cancelled.

It will expire at the allocated expiry date.

I bought a discount bundle can I cancel and get a refund?

No. Once bought, a bundle cannot be cancelled or refunded.

Can a discount bundle or free bundle be converted to airtime (Rand value)?

No. The bundles cannot be converted to airtime (Rand value).

Can I transfer the inclusive value?

No. The inclusive value in a free bundle and discount bundle cannot be transferred.

Can I extend the validity of the inclusive value?

No. The inclusive value in a free bundle and discount bundle cannot be extended. Once the expiry

time is reached any unused value will be forfeited.

How long is a free bundle and discount bundle valid for?

The free and discount bundles have differing validity. The validity will be confirmed to you in the notifications in the Spin & Win game.

I have paid for bundles I have bought, free bundles and discount bundles on my account. Which bundle will deplete first?

If you have multiple bundle of the same type (for example any time any use data OR any-net minutes) the bundle with the earliest expiry date will be used first.

Is the inclusive value on a discount bundle valid until midnight?

No. Each discount offer will have its own validity for the inclusive value. This will be communicated in the notifications in the Spin & Win game.

I didn't use my spins before they expired, can I get my spins back again?

No. Once spins expire, they cannot be awarded again. To get more spins you need to do any of the actions listed to earn Spins.

I won lifestyle prize now what?

If you win a lifestyle prize, you will be immediately notified on the app or USSD of the Spin & Win game. You will be advised of the prize details and this information will be loaded into the prize wallet on the Spin 'n Win platform. Within four (4) working days you will receive an SMS with a PIN and link to claim your prize. Just follow the simple online process and your prize will be made available to you.

Each prize has different rules in terms of how long you have to use the value. Any usage later than the rules defined will not be allowed.

When will I be contacted about my lifestyle prize?

It will take up to a maximum four (4) working days for you to be contacted.

I deleted the SMS with the PIN and link to redeem my prize.

Use the Contact Us details on www.cellcwinners.co.za and your SMS will be resent to you.

I have redeemed my prize but cannot find the link again.

Login at www.cellcwinners.co.za and you can re-send the prize voucher to yourself.

Is the link to redeem my prize free or will I be charged to access it?

The link to redeem prizes is free of charge from your Cell C SIM card.

I won a car what happens next?

If you are the lucky prize draw winner you will be contacted by a Cell C representative. There are documents needed to process the prize which you will need to supply which will start the process. The Cell C representatives will give you all the relevant details.