

## The UPS Store Customer Experience Survey Official Rules

**NO PURCHASE NECESSARY. A PURCHASE OR PAYMENT OF ANY KIND WILL NOT INCREASE YOUR CHANCES OF WINNING.**

**1. Eligibility:** The UPS Store Customer Experience Survey (the "Sweepstakes") is open only to legal residents of the fifty (50) United States and the District of Columbia who are at least eighteen (18) years old at the time of entry. Employees of Mail Boxes Etc., Inc., ePrize, LLC, and their parent and affiliate companies and employees and owners of The UPS Store franchises, as well as the immediate family (spouse, parents, siblings and children) and household members of each such employee and franchise owner, are not eligible. Subject to all applicable federal, state, and local laws and regulations. Void where prohibited. Participation constitutes entrant's full and unconditional agreement to these Official Rules and Sponsor's and Administrator's decisions, which are final and binding in all matters related to the Sweepstakes. Winning a prize is contingent upon fulfilling all requirements set forth herein.

**2. Sponsor:** Mail Boxes Etc., Inc., 6060 Cornerstone Ct. West, MBE Operations Department, San Diego, CA 92121. **Administrator:** ePrize, LLC, One ePrize Drive, Pleasant Ridge, MI 48069.

**3. Timing:** The Sweepstakes begins on January 1, 2012 at 12:00 a.m. Eastern Time ("ET") and ends on December 31, 2012 at 11:59 p.m. ET (the "Promotion Period"). The Promotion Period consists of twelve (12) monthly entry periods (each a "Monthly Entry Period"), as outlined in the chart below:

<b>Monthly Entry Period</b>	<b>Start Date (at 12:00 a.m. ET)</b>	<b>End Date (at 11:59 p.m. ET)</b>	<b>Approximate Drawing Date</b>
<b>1</b>	January 1, 2012	January 31, 2012	February 15, 2012
<b>2</b>	February 1, 2012	February 29, 2012	March 15, 2012
<b>3</b>	March 1, 2012	March 31, 2012	April 16, 2012
<b>4</b>	April 1, 2012	April 30, 2012	May 15, 2012
<b>5</b>	May 1, 2012	May 31, 2012	June 15, 2012
<b>6</b>	June 1, 2012	June 30, 2012	July 16, 2012
<b>7</b>	July 1, 2012	July 31, 2012	August 15, 2012
<b>8</b>	August 1, 2012	August 31, 2012	September 17, 2012
<b>9</b>	September 1, 2012	September 30, 2012	October 15, 2012
<b>10</b>	October 1, 2012	October 31, 2012	November 15, 2012
<b>11</b>	November 1, 2012	November 30, 2012	December 17, 2012
<b>12</b>	December 1, 2012	December 31, 2012	January 15, 2013

Sponsor's computer is the official time-keeping device for the Sweepstakes.

#### **4. How to Enter:**

**a. Make a Purchase at The UPS Store:** During the Promotion Period, visit a participating The UPS Store and purchase any The UPS Store product or service and obtain a receipt for your purchase. On the receipt will be the center number, the Transaction ID ("Tran ID"), Transaction Date, and the Register ID ("Reg ID"), collectively referred to as receipt information ("Receipt Information"). Login to [www.theupsstore.com/survey](http://www.theupsstore.com/survey), follow the links and instructions to enter your Receipt

Information and submit the registration. Then, you will be invited to complete a short survey. Upon completion of the survey, you will automatically receive one (1) Sweepstakes entry into the applicable Monthly Entry Period drawing. Receipt Information is only valid for entry into the Sweepstakes during the Monthly Entry Period corresponding to the date on the receipt. Receipt Information may only be used for entry one (1) time, and can not be re-used. Non-winning entries will not be included in subsequent Monthly Entry Period drawings.

**b. Mail-in Alternate Method of Entry:** To enter the Sweepstakes without making a purchase, visit a participating The UPS Store location and complete a mail-in entry form ("Entry Form") available at the center location. Complete the Entry Form, including your first and last name, physical address (P.O. Boxes are not permitted), day and evening phone numbers, email address (if any), and age. Mail the Entry Form, in an envelope with proper postage, to "The UPS Store CEI Survey", c/o ePrize, LLC, P.O. Box 5046, Kalamazoo, MI 49003-5046. Upon receipt of the entry, you will receive one (1) entry into the drawing for the applicable Monthly Entry Period based on the postmark date. Limit: One (1) Entry Form per envelope. All mail-in entries must be handwritten. All mail-in entries must be postmarked by December 31, 2012 and received by January 7, 2013 and each entry will be applied to the Monthly Entry Period corresponding to the entry postmark date. Non-winning entries will not be included in subsequent Monthly Entry Period drawings. All entries become the exclusive property of Sponsor, and none will be acknowledged or returned. Proof of sending or submission will not be deemed to be proof of receipt by Sponsor. Sponsor is not responsible for lost, late, incomplete, invalid, unintelligible, illegible, misdirected or postage-due entries, which will be disqualified.

Limit: Each participant may enter one (1) time per day during the Promotion Period, regardless of method of entry. Receipt Information may only be used one (1) time during the Promotion Period, and is only valid for entry into the drawing for the applicable Monthly Entry Period corresponding to the date on the receipt. Multiple entrants are not permitted to share the same email address. Any attempt by any entrant to obtain more than the stated number of entries by using multiple/different email addresses, identities, registrations and logins, or any other methods will void that entrant's entries and that entrant may be disqualified. Use of any automated system to participate is prohibited and will result in disqualification. In the event of a dispute as to any registration, the authorized account holder of the email address used to register will be deemed to be the registrant or player. The "authorized account holder" is the natural person assigned an email address by an Internet access provider, online service provider or other organization responsible for assigning email addresses for the domain associated with the submitted address. The potential winner may be required to show proof of being the authorized account holder.

**5. Drawings:** Administrator is an independent judging organization whose decisions as to the administration and operation of the Sweepstakes and the selection of the potential winners are final and binding in all matters related to the Sweepstakes. Administrator will randomly select one (1) potential Sweepstakes winner per Monthly Entry Period from all eligible entries received during the that Monthly Entry Period, on or around the dates listed in the table above. There will be twelve (12) separate Sweepstakes drawings; each drawing will only include entries received during the applicable Monthly Entry Period. Entrants must enter during each Monthly Entry Period to be eligible to be selected as a potential winner for the respective Sweepstakes drawing. Each potential winner will be notified by email. Each potential winner (parent/legal guardian if winner is a minor in his/her state of residence) will be required to complete, electronically sign and submit a Declaration of Compliance within five (5) days of the date notice or attempted notice is sent, in order to claim his/her prize. If

a potential winner cannot be contacted, fails to submit the Declaration of Compliance within the required time period, does not comply with these Official Rules, or prize is returned as undeliverable, potential winner forfeits the prize. In the event that a potential winner is disqualified for any reason Sponsor will award the applicable prize to an alternate winner by random drawing from among all remaining eligible entries. Only three (3) alternate drawings will be held after which the applicable prize will remain un-awarded. Prizes will be fulfilled approximately 8-10 weeks after the conclusion of the Promotion.

**6. Prizes:** TWELVE (12) GRAND PRIZES: \$1,000 awarded in the form of a check made out to the winner. Approximate Retail Value: \$1,000. Prizes are non-transferable and no substitution will be made except as provided herein at the Sponsor's sole discretion. Sponsor reserves the right to substitute a prize for one of equal or greater value if the designated prize should become unavailable for any reason. Winners are responsible for all taxes and fees associated with prize receipt and/or use. Odds of winning a prize depend on the number of eligible entries received during each Monthly Entry Period. Limit: One (1) prize per person.

**7. Release:** By receipt of any prize, winner agrees to release and hold harmless Sponsor, Administrator, and their respective subsidiaries, affiliates, suppliers, distributors, advertising/promotion agencies, and prize suppliers, and each of their respective parent companies and each such company's officers, directors, employees and agents (collectively, the "Released Parties") from and against any claim or cause of action, including, but not limited to, personal injury, death, or damage to or loss of property, arising out of participation in the Sweepstakes or receipt or use or misuse of any prize.

**8. Publicity:** Except where prohibited, participation in the Sweepstakes constitutes winner's consent to Sponsor's and its agents' use of winner's name, likeness, photograph, voice, opinions and/or hometown and state for promotional purposes in any media, worldwide, without further payment or consideration.

**9. General Conditions:** Sponsor reserves the right to cancel, suspend and/or modify the Sweepstakes, or any part of it, if any fraud, technical failures or any other factor beyond Sponsor's reasonable control impairs the integrity or proper functioning of the Sweepstakes, as determined by Sponsor in its sole discretion. Sponsor reserves the right, in its sole discretion, to disqualify any individual it finds to be tampering with the entry process or the operation of the Sweepstakes or to be acting in violation of these Official Rules or any other promotion or in an unsportsmanlike or disruptive manner. Any attempt by any person to deliberately undermine the legitimate operation of the Sweepstakes may be a violation of criminal and civil law, and, should such an attempt be made, Sponsor reserves the right to seek damages from any such person to the fullest extent permitted by law. Sponsor's failure to enforce any term of these Official Rules shall not constitute a waiver of that provision.

**10. Limitations of Liability:** The Released Parties are not responsible for: (1) any incorrect or inaccurate information, whether caused by entrants, printing errors or by any of the equipment or programming associated with or utilized in the Sweepstakes; (2) technical failures of any kind, including, but not limited to malfunctions, interruptions, or disconnections in phone lines or network hardware or software; (3) unauthorized human intervention in any part of the entry process or the Sweepstakes; (4) technical or human error which may occur in the administration of the Sweepstakes or the processing of entries; (5) late, lost, undeliverable, damaged or stolen mail; or (6) any injury or damage to persons or property which may be caused, directly or indirectly, in whole or in part, from entrant's participation in the Sweepstakes or receipt or use or misuse of any prize. If for

any reason an entrant's entry is confirmed to have been erroneously deleted, lost, or otherwise destroyed or corrupted, entrant's sole remedy is another entry in the Sweepstakes, provided that if it is not possible to award another entry due to discontinuance of the Sweepstakes, or any part of it, for any reason, Sponsor, in its sole discretion, may elect to hold a random drawing from among all eligible entries received up to the date of discontinuance for any or all of the prizes offered herein. No more than the stated number of prizes will be awarded. In the event that production, technical, seeding, programming or any other reasons cause more than the stated number of prizes as set forth in these Official Rules to be available and/or claimed, Sponsor reserves the right to award only the stated number of prizes by a random drawing among all legitimate, un-awarded, eligible prize claims.

**11. Disputes:** Except where prohibited, entrant agrees that: (1) any and all disputes, claims and causes of action arising out of or connected with this Sweepstakes or any prize awarded shall be resolved individually, without resort to any form of class action, and exclusively by the United States District Court for the Eastern District of Michigan (Southern Division) or the appropriate Michigan State Court located in Oakland County, Michigan; (2) any and all claims, judgments and awards shall be limited to actual out-of-pocket costs incurred, including costs associated with entering this Sweepstakes, but in no event attorneys' fees; and (3) under no circumstances will entrant be permitted to obtain awards for, and entrant hereby waives all rights to claim, indirect, punitive, incidental and consequential damages and any other damages, other than for actual out-of-pocket expenses, and any and all rights to have damages multiplied or otherwise increased. All issues and questions concerning the construction, validity, interpretation and enforceability of these Official Rules, or the rights and obligations of the entrant and Sponsor in connection with the Sweepstakes, shall be governed by, and construed in accordance with, the laws of the State of Michigan without giving effect to any choice of law or conflict of law rules (whether of the State of Michigan or any other jurisdiction), which would cause the application of the laws of any jurisdiction other than the State of Michigan.

**12. Entrant's Personal Information:** Information collected from entrants is subject to the Sponsor's Privacy Policy (<http://www.theupsstore.com/privpol.html>). ePrize, LLC is administering the Promotion on behalf of Sponsor and personal information provided by entrants may be collected and used by ePrize, LLC in connection with the administration of the Sweepstakes and the fulfillment and verification of prize awards.

**13. Winner List:** For a winner list, visit <http://bit.ly/vkDi0z>. The winner list will be posted after winner confirmation is complete.

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## **The UPS Store Customer Experience Survey Abbreviated Rules**

### **1. ABBREVIATED RULES for Print**

NO PURCHASE NECESSARY. A PURCHASE WILL NOT INCREASE YOUR CHANCES OF WINNING. LEGAL RESIDENTS OF THE 50 UNITED STATES (D.C.) 18 YEARS AND OLDER. VOID WHERE PROHIBITED. Sweepstakes begins on 1/1/12 and ends on 12/31/12. Sweepstakes drawings will take place following each Monthly Entry Period. For Official Rules, mail-in alternate method of entry, prize descriptions, entry restrictions and odds disclosure, visit [www.theupsstore.com/survey](http://www.theupsstore.com/survey). Sponsor: Mail Boxes Etc., Inc., 6060 Cornerstone Ct. West, MBE Operations Department, San Diego, CA 92121.