

Terms & Conditions
Grand Prize – Japan–Nepal Round Trip Air Ticket
Prize Format

- One (1) round-trip economy class ticket from Japan to Nepal.
- The issued ticket will be booked under the winner's legal name (matching passport).
- **No cash exchange or transfer is permitted.**

Conditions

- Once the ticket has been issued, **rescheduling, rerouting, cancellation, or refund is not permitted.**
- The winner must confirm full details (passport info, preferred travel window) within **7 days** of notification.
- Travel date and airline are subject to availability at the time of booking.
- Taxes and basic surcharges are covered, but any **additional services (e.g. seat upgrades, baggage fees, meals, insurance)** are the responsibility of the winner.
- The prize cannot be transferred to another person.
- Failure to provide valid travel documents (e.g. passport, visa) will result in prize forfeiture.

Default Policy

- If the winner does not respond within **7 days** of notification, the prize will be forfeited.
- Smiles reserves the right to reallocate the prize to another participant.

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Weekly Prize Shopping (¥50,000)

Congratulations on winning the weekly prize for the Smiles Dashain-Tihar Mahotsav 2025! Please review the following terms and conditions regarding the redemption of your ¥50,000 shopping prize.

1. Nature of the Prize

- This prize is awarded as a ¥50,000 shopping allowance to be used for product purchases.
- This prize is strictly non-refundable and cannot be exchanged for cash or any cash equivalent.
- The prize is non-transferable and must be claimed by the registered winner only.

2. Approved E-commerce Platforms You may select products from the following approved Japanese online retailers:

- Amazon Japan (amazon.co.jp)
- Rakuten (rakuten.co.jp) & (brandavenue.rakuten.co.jp)
- Yahoo! Shopping (shopping.yahoo.co.jp)
- ZOZOTOWN (zozo.jp)
- ACB Mart (abc-mart.net/shop)
- Other major Japanese e-commerce websites may be considered, subject to prior approval from Smiles.

3. Product Eligibility

Eligible Product Categories: The prize is intended for daily-use and household items. Eligible categories include:

- Daily Use Items: Personal care, household supplies, cleaning products.
- Clothing & Accessories: Casual wear, shoes, bags, standard watches.
- Home Appliances: Kitchen appliances, vacuum cleaners, fans, etc.
- Home & Living: Furniture, bedding, decor, storage solutions.
- Books & Stationery.

Prohibited Items: The prize cannot be used for the following:

- Luxury Goods: Designer-brand products, high-end jewelry, precious metals.
- Restricted Items: Alcohol, tobacco, weapons, prescription medicine, or any dangerous goods.
- Gift Cards & Vouchers: Any form of prepaid cards, digital codes, or vouchers.
- Cash-Convertible Items: Cryptocurrencies, financial products, or investments.
- Adult Content or any inappropriate materials.

4. Redemption Process

- Notification: The winner will be contacted by a Smiles representative within 24 hours of the winner announcement.

- **Submission:** The winner must provide a shopping list (with direct links to the products) to the Smiles team within 7 days of notification.
- **Review:** The Smiles team will review the product list to ensure it complies with these terms.
- **Purchase & Delivery:** Upon approval, Smiles will purchase the items on the winner's behalf and have them shipped directly to the winner's provided address in Japan. Please allow up to 14 days for delivery after your list is approved.

5. Important Conditions

- The total value of the selected items, including tax and shipping fees, must not exceed ¥50,000. If the total is less, the remaining balance is forfeited.
- The winner must provide a valid and complete delivery address within Japan.
- All product selections are final once the order is placed. No returns or exchanges will be managed by Smiles.
- Smiles reserves the final right to approve or reject any selected product based on these terms.

6. Forfeiture Clause

- If a winner fails to respond to our notification or submit their shopping list within the 7-day deadline, the prize will be forfeited.
- If a selected product is out of stock or unavailable, the winner will be asked to provide an alternative.

By accepting this prize, you confirm that you have read, understood, and agree to be bound by these terms and conditions. The decisions made by Smiles regarding all aspects of this prize are final.