

## Guinness Jumpers FAQs

### How do I enter the promotion?

To enter the Promotion, scan QR code on promotional tent cards or coasters in participating outlets or visit [www.guinness.com/en-gb/christmasjumper2023](http://www.guinness.com/en-gb/christmasjumper2023) and enter your details, including first name, last name, mobile number, email address, D.O.B, region and postcode between 00:00 13<sup>th</sup> November 2023 – 23:59 22<sup>nd</sup> December 2023 ('promotion period') to find out instantly if you are a winner.

### How many Christmas Jumpers are available to be won?

There are 1,000 Guinness Christmas Jumpers available to be won throughout the promotional period.

### How do I know if I'm a winner?

You will be told instantly online if you have won one of the Guinness Christmas Jumpers. Winners will be asked to complete a claim form to claim their prize. Winners will need to enter their name and address details and select the jumper size they require.

### What jumper sizes are available?

There are 4 sizes available (S, M, L or XL) and sizes are subject to availability. Where the jumper size is unavailable, you will be able to select an alternative size. Please be careful when selecting the size as winners will not be able to return or exchange their jumper after winning. We reserve the right to award an alternative size if your size is unavailable.

Guinness Christmas Jumper – sizes				
	S	M	L	XL
Chest Measurement in CM	102	108	114	120
Chest Measurement in INCHES	40	42.5	45	47
Length in CM	68	70	72	74
Length in INCHES	27	27.5	28	29

### What if the jumper size I would like is unavailable?

Jumper sizes are subject to availability. If the jumper size you would like is unavailable, it won't let you select it on the claim form and it means unfortunately there is none of that particular size left and you will need to select an alternative size.

### What happens if I don't claim my prize?

Winners need to claim their prize instantly online. If you don't claim your prize instantly your prize will be forfeited and placed into a wrap up draw at the end of the promotion.

**What is the wrap up draw?**

We will hold a wrap up draw at the end of the promotion should there be any jumpers that have not been won or claimed during the main promotional period. The wrap up will include all valid entries that have not won a jumper within the main promotional period. Wrap up draw winners will receive an email within 7 days of the wrap up draw which will take place on 5<sup>th</sup> January 2024.

**When will I receive my jumper?**

Prizes will be dispatched via Royal Mail Tracked Second Class post within 28 days of a valid prize claim to the postal address provided on the claim form. Delivery of the jumper may be subject to delays due to Royal Mail strikes or other causes.

**How do I wash my jumper?**

Guinness Christmas Jumpers are 100% acrylic, wash at 40 degrees.

**Can I exchange my jumper size?**

No, unfortunately jumpers cannot be returned or exchanged.

**I've not received my jumper, who should I contact?**

Please contact us at the following email address and we will track your package for you:  
[hello@christmasjumper2023.com](mailto:hello@christmasjumper2023.com)

**I have another query, who can I contact?**

Please contact us at the following email address if you have any queries:  
[consumercare.GBandIreland@diageo.com](mailto:consumercare.GBandIreland@diageo.com)