

TERMS AND CONDITIONS

STRIKE IT RICH is an online incentive programme that rewards sales employees (the “Participants”) from the Epson Reseller community in East Africa. A Participant can earn points, which entitles the salesperson to cash which will be loaded onto a eZawadi voucher at the end of each month for selling selected Epson products.

All decisions made by Epson about this programme, will be final and no correspondence will be entered. In the event of a dispute over interpretation or execution of the regulations or on any matter related to the programme, the decision is final.

Unless otherwise stated, all communication regarding the online incentive programme should be made with the STRIKE IT RICH administration team.

Email: eastafrika@myepsonrewards.com.

1. Participation and Eligibility

Only sales employees of Epson’s Authorised Resellers may participate in the online incentive programme, subject to them meeting the following requirements throughout the period of the campaign:

1. Each participating individual must be a legitimate employee of the Reseller who has been invited by Epson to participate in this incentive programme. A Participant must be an authentically registered STRIKE IT RICH participant.
2. Participants must work in East Africa.
3. Participants may register at any point after the programme launch if this is during the period of the programme. Once a Participant has been successfully registered, he/she is eligible to earn points and can participate in the lucky draws, competitions and online quizzes.
4. Epson reserves the right to change the STRIKE IT RICH programme, wholly or partly without notice. All incentive points earned prior to any such amendment, will be honoured, as per the programme, up to the point of the amendment.
5. Epson reserves the right to deregister a Participant, at any point in the programme, whom it believes not to be honouring the stated Terms and Conditions.
6. Should a Participant be found to have transgressed the Terms and Conditions of the programme, Epson reserves the right to cease active accounts of all of the Participants of the respective Reseller, to blacklist the respective Salesperson and that Reseller on the STRIKE IT RICH website and to disallow any future participation in this programme.

2. Programme Duration

1. The Epson STRIKE IT RICH Online Incentive starts April 2025 and will run on a monthly basis, until such notification that the campaign will end. Epson reserves the right to terminate the STRIKE IT RICH Online Incentive (prior to the above end date) without notice. Automatic termination will occur should the respective Contract between the Reseller and Epson be terminated or not be renewed. All incentive points earned prior to any such termination, will be honoured as per the programme up to the point of termination.
2. eZawadi vouchers will be sent by text message once all sales and claims have been audited and verified at the end of each month.

3. Account Details

The following conditions apply:

Within this site, Participants will have access to a personal account statement on request, an updated points' balance and product information.

1. Participants will be responsible for the privacy of these details, their phone and its contents.
2. The Reseller or any participating agency of Epson, is not liable for the abuse of any account.
3. Should a Participant's password be misplaced or potentially viewed by another, that Participant must change his/her password. It is the responsibility of the Participant to inform the Epson STRIKE IT RICH administration team of any amendments to his/her personal details i.e. surname, address, email, reseller organisation and job title, by emailing eastafrika@myepsonrewards.com.

4. Earning of Points

1. STRIKE IT RICH Points are available only to those Participants who sell the relevant Epson products, as per the STRIKE IT RICH website, within the specified programme period.
2. Sales via an Ecommerce platform are not eligible for STRIKE IT RICH points.
3. Sales must be registered within the month the invoice was processed or a maximum of 5 working days of the following month.
4. A maximum of 10 products per customer invoice or a maximum of 58162.50 KES per individual transaction, whichever is the lower, can be claimed.

5. The Sale Registration Form needs to be accurately completed and must relate to product sales made solely by that Participant. All details need to be completed via the WhatsApp Chatbot to ensure that every sale is valid.
6. Sales registrations will only be considered if the relevant end-user (product) invoice is uploaded. The invoice needs to state the products & serial numbers that have been sold.
7. Each sales transaction can only be claimed once and cannot be claimed by any other Participant.
8. Only once the Sales have successfully progressed through the validation procedures will STRIKE IT RICH points be awarded. It may take up to 2 weeks for Validation to be complete (audit and approval). The Participant must provide a copy of a customer invoice for all sales registrations throughout the incentive. The audits of sales submitted by the Participant will be managed through the STRIKE IT RICH administration team. Any false claims will result in the Participant being removed from the programme.
9. Ownership of the Points lies solely with the individual Participant. These points cannot be ceded or pooled with other Participants' points.
10. The Reseller, Epson or any involved agency of Epson is not liable for delayed, misplaced, incomplete or corrupted sales registrations.
11. Inter-reseller transfers and sales are not eligible for incentive earnings.
12. Epson reserves the right to decline sales at their discretion according to their set guidelines. All users can view tips and guidelines on the Epson SIR chatbot under the main menu.
13. The eZawadi vouchers are non-transferable and there is no cash alternative in whole or in part.

5. Rewards

1. A Participant needs to earn a minimum of 25 points monthly to qualify for his/her eZawadi voucher. Should the Participant have earned insufficient points to meet the minimum 25-point upload, his/her points will be carried over to the following month.
2. Cash will be uploaded onto a participant's eZawadi voucher on a monthly basis, one month in arrears of points being earned.
3. Rewards may take up to 14 working days (from the new month) to be loaded onto a eZawadi e-voucher eg January reward will be loaded onto the eZawadi e-voucher within 14 working day of the new month, February.

4. Processing and email of all eZawadi vouchers will take place once auditing and verification of points has been made at the end of each month. Participants will receive the eZawadi voucher within 3 weeks of this process.
5. STRIKE IT RICH Points are not exchangeable if a Participant is no longer an employee of a Reseller or is within the notice period, has moved out of East Africa, or no longer meets the requirements of the Terms and Conditions of the programme.

6. Rewards and Gift Card

1. The eZawadi e-voucher will be sent to the Participant via text message, and this voucher can be used at over 3000 outlets in Kenya.
2. eZawadi e-vouchers will be sent via text message to the mobile number registered by participants within 3 weeks of points being verified and audited.
3. Participants have a period of 42 days upon receipt of the eZawadi voucher for any related queries.
4. The eZawadi suppliers are neither a Partner, nor acting as a servant nor as a subcontractor of a Reseller nor of Epson.
5. eZawadi vouchers will be valid for the period as stated by the voucher supplier and will expire at the end of this period automatically, without any notice.
6. The rewards are as described on the eZawadi website; Epson is not liable for any costs associated with the usage of the rewards.
7. Any Participant that has received a cash reward will be held fully liable for any tax implications associated with this reward, in accordance with the prevailing tax laws of East Africa.
8. Should a participant lose their eZawadi voucher, they will be held liable to cover the costs to replace it. This cost will be deducted from the balance of the gift wallet.

7. Conditions of Rewards

1. All queries regarding this programme and the rewards on offer must be directed to the STRIKE IT RICH administration team at eastafrika@myepsonrewards.com.
2. Points cannot be used to purchase any other merchandise directly from any third parties.

I confirm that I understand and fully accept the Terms and Conditions of the Epson STRIKE IT RICH Programme.

8. Data Protection

1. When registering on the STRIKE IT RICH website, Participants will be asked for their personal data which is necessary to manage the portal and administer gift vouchers. More information can be found on the data privacy statement.

I further agree that the registration data, i.e. first and last name, email address, job title, (delivery) address, username, password, sales details, points and awards will be stored during the programme period and for three months thereafter. This data collection and storage is compulsory in order to participate in the STRIKE IT RICH online incentive programme.

Should you no longer wish to comply with these Terms and Conditions, you are required to email the STRIKE IT RICH administration team, and this will result in your deregistration from the programme.

9. Reasons for Declined Sales

This document provides explanations for common reasons why sales might be declined. Understanding these reasons can help you avoid issues and ensure your sales are accepted.

Incorrect Serial Number

The serial number provided does not match the correct format or is not recognized by our system. Ensure the serial number is accurate and correctly entered.

Duplicate Sale

The sale has already been submitted previously. Each sale should be unique and only submitted once.

Duplicate Serial Number

The serial number has been used in a previous submission. Each product's serial number should be unique and not reused in other submissions.

Incorrect Invoice

The invoice submitted is incorrect. This can happen if the wrong invoice was uploaded (e.g., logging the sale for INV123 but uploading the image for INV125) or if a non-tax invoice, such as a delivery note, was submitted. Ensure the correct tax invoice is uploaded.

Incorrect Invoice Number

The invoice number entered does not match the invoice provided. Ensure the invoice number is accurately entered and matches the submitted invoice.

Incorrect Product Code

The product code logged does not match the product code on the invoice. Verify that the product code is correct and corresponds with the product sold.

Invoice not visible

The invoice submitted is not clear or fully visible. Ensure the entire invoice is scanned or photographed clearly.

Out Of Date

The sale or invoice is from a date that is not within the acceptable range. Make sure all sales are submitted within the month they were made. As per the terms and conditions, you have 5 days into the following month to log your sales from the previous month.

Product is not on product list

The product sold is not included in our approved product list. Verify that the product is eligible for the incentive by looking at the products on the main menu.

Serial number does not match invoice

The serial number provided does not match the serial number listed on the invoice. Ensure the serial numbers are consistent.

Serial number is not visible

The serial number on the uploaded invoice is not clearly visible. Ensure the serial number is visible and correctly documented.

Serial number not on invoice

The serial number provided is not listed on the actual invoice. Ensure the serial number is included on the invoice.

Written Serial Number or Written Invoice

The serial number or invoice appears to be handwritten, which is not acceptable. The serial number and invoice should be clearly printed.

Invoice details not visible

Some or all of the invoice details are not visible in the submission, such as your company details. The missing details will be specified. Ensure the entire invoice is clear and readable.

Invalid Customer Name

The customer name provided is invalid. Ensure the customer name entered is valid and not generic (e.g., "Customer").

End of invoice cut off

The end of the invoice is cut off, obscuring essential details needed to accept your sale. Ensure the entire invoice is fully visible and not cropped.

Exclusion of Tender Deals

Tender sales are excluded from the Epson STRIKE IT RICH (SIR) Programme. Sales made under tender agreements or special bid deals do not qualify for points and will not be eligible for rewards under this programme.

What to Do if Your Sale is Declined?

If your sale is declined and the issue can be corrected (e.g., incorrect invoice, serial number visibility), you can resubmit the sale with the necessary corrections. However, if the decline is due to a duplicate submission, it cannot be corrected. To resubmit, make the necessary changes and upload the corrected sale on the chat.

If you need assistance or have further questions, please contact our support team eastafrika@myepsonrewards.com.