



Servizz bi Tbissima Award 2024

Issued: Thursday, 6th June, 2024

Objectives

Why was Premju *Servizz bi Tbissima* set up and what are its objectives?

Premju Servizz bi Tbissima was set up to recognise those retailers/service providers who have a good relationship with consumers and offer a high quality customer care service whilst encouraging and promoting good commercial practices.

Terms and Conditions

Who is eligible to vote?

1. Entry is eligible to residents of the Maltese islands.
2. The entrant must be aged 16 or over. Proof of identity and age may be required.
3. Use of a false name or email address will result in disqualification.
4. Entrants may vote for different companies/sellers in each category but cannot vote for the same company/seller more than once within the same category.
5. Entrants may vote up to 10 times in each category. In case where more 10 votes are submitted by the same consumer within one category, the first 10 votes submitted shall be considered as valid.
6. Employees cannot vote for the company they work for. Such votes will be considered invalid and participants will not be eligible to win the cash prize.
7. Entries that are incomplete or incomprehensible will not be considered valid and therefore not accepted.



8. No responsibility can be accepted for entries lost due to computer error or malfunction.
9. A winner will be drawn randomly every week between Tuesday 2nd July 2024 and Tuesday 30th July 2024 and will be eligible to win one of four cash prizes of €200 each. The name of the weekly winner will be announced on the MCCAA Facebook page every Monday, starting from Monday 8th July.
10. The drawn winner will be requested to answer a question to be able to claim the cash prize.
11. Cash prizes will be given every week at a locality chosen by the competition's organisers. The winner needs to be available to retrieve the prize.
12. Reasonable efforts will be made to contact the winner/s. If the winner/s cannot be contacted or are unable to comply with these terms and conditions, the MCCAA reserves the right to offer the prize to the next eligible entrant drawn at random.
13. The winner/s agree to the use of their name, photograph/video and emails and will cooperate with any other reasonable requests made by MCCAA relating to any post-winning publicity.
14. Personal details of all participants will only be used in connection with the competition and will be disposed of within six months after the competition period comes to an end.

Who may consumers vote to win the *Premju Servizz bi Tbissima*?

15. All businesses that sell products or offer services to consumers and fall under one of the six categories selected for this year's Award may be voted to win this Award.
16. Only locally based companies and sellers can be voted for in this competition. Individuals who sell products but are not registered as a business cannot be voted for.



17. Under the Online Local Sellers category, consumers can only vote for traders who offer for sale products and services that can be fully purchased through a distance sales contract. Sellers who only advertise products or services online but do not offer consumers the possibility to conclude the purchase through a distance means of communication cannot be voted for in this category.
18. While companies are encouraged to promote the Servizz bi Tbissima Competition and, if necessary, explain to consumers how they can vote in the competition, they cannot vote on the consumers' behalf. Where more than 50 votes for the same trader are received from the same I.P. Address, these will be investigated. If any irregularities are suspected or a breach of Terms and Conditions is identified, the submitted votes may be subject to invalidation. Companies will be informed about the investigation and will be requested to provide their submissions within a stipulated time-frame.
19. Invalid votes from the same I.P. Address shall be deducted first, before applying any other penalties/deductions as per the competition's other terms and conditions.
20. Companies cannot incentivise consumers to vote for their company through discounts or gifts. Companies in breach of this condition shall be disqualified from the competition.

Premju Servizz bi Tbissima Categories

This year, the six categories in which sellers may be voted for are the following:

- Online Local Sellers
- Fashion and Beauty
- Supermarkets and Mini Markets Electronic Products and Household Goods
- Travel and Transport Services
- Pet Shops and Gardening

Selection Criteria

To be eligible to win this Award, businesses/sellers need to abide with the Award's Code of Conduct. The code represents and covers the whole service/product acquisition cycle.



Code of Conduct

- a) Promoting a customer friendly relationship
 - b) Conforming to all applicable consumer protection regulations
 - c) Advertising and providing information including prices in a way that does not mislead potential customers
 - d) Understanding customer requirements and giving advice accordingly
 - e) Indicating/quoting prices that are all-inclusive and issuing relative receipts
 - f) Ensuring that all complaints are dealt with in a timely manner
 - g) Avoiding, if possible, that disputes are referred to the Consumer Claims Tribunal by opting for resolution through mediation
 - h) Providing an adequate after-sales customer service
 - i) If a commercial guarantee is provided, this must not have conditions which are less advantageous than those of a legal guarantee
21. All nominated companies will be vetted as per the Competition's Code of Conduct. 25% of the votes received shall be deducted for each Code breached.
22. Nominated companies that have had Consumer Claims Tribunal cases decided against them within the 12 months prior to the 30th of July 2024 will have 25% of the votes deducted for each case lost. If a Tribunal case is decided partially in favour of the consumers, 10% of the votes will be deducted. If a Tribunal sentence is appealed by the trader and the outcome is still pending, no votes will be deducted.
23. If a nominated company has more than 10 complaints on different issues from different consumers registered against it in the 12 months prior to the 30th of July 2024, it shall incur a 50% reduction in the votes received.
24. Nominated companies will be disqualified from the Competition if during the vetting process it results that in the 2 years prior to the conclusion of the 9th edition of the competition, they have been investigated by a regulatory Authority and found guilty. Furthermore, no public statement must have been issued by any Regulatory Authority or a consumer association against the business during the preceding two years before the nomination is submitted.



Premju Servizz bi Tbissima Winner

The competition's results, once published, are final.

The winner of each category will be announced during an award giving ceremony which will be held in the last quarter of 2024.

The six winners will receive a trophy, a certificate and the use of the *Premju Servizz bi Tbissima* logo.

If within a year from the announcement of the winners, these result guilty of breaching rules and regulations they are legally obliged to observe, the MCCAA reserves the right to withdraw the award.

For further information about *Premju Servizz bi Tbissima*, one may contact the MCCAA by sending an email at: info@mccaa.org.mt or call on 2395 2000.