

EFG Drop Prize Draw - Terms and Conditions

These terms and conditions apply to the "DHL Drop" prize draw ("Prize Draw") operated by ESL FACEIT GROUP Limited in partnership with DHL related Counter-Strike events, including Intel Extreme Masters (IEM) Cologne. By entering the Prize Draw, participants agree to be bound by these terms and conditions.

1. Eligibility

1.1 The Prize Draw is open to fans attending the Events and those participating remotely via Twitch or FACEIT Watch ("Participants").

1.2 Participants must be at least 17 years old, in accordance with the Counter-Strike game rating, to be eligible to enter. Proof of age will be required.

1.3 Employees of EFG, their affiliates, subsidiaries, advertising or promotion agencies, and their immediate family members are not eligible to participate.

1.4 The Prize Draw is void where prohibited by law or where EFG does not ship prizes, including but not limited to the following countries:

- Ascension
- Bovet Island
- Indian Ocean Territory
- French Southern Territories
- Heard & McDonald Islands
- Pitcairn
- Saint Pierre & Miquelon
- Tajikistan
- Tristan Da Cunha
- US Minor Outlying Islands
- Western Sahara

2. How to Enter

2.1 In-Arena Participants: At certain Events, fans in the audience holding up EFG Drop signs will be randomly selected to win prizes. A prize will be delivered directly to the winner in the arena.

2.2 Remote Participants: Fans watching the Events on Twitch or FACEIT Watch can enter the Prize Draw by typing "!DHLDROP" in the Twitch chat or clicking a button to opt-in on FACEIT Watch. A random winner will be selected from those who participate remotely.

2.3 Participation is free, and no purchase is necessary.

2.4 Participants are responsible for ensuring their settings on Twitch or FACEIT allow EFG to contact them (e.g., by disabling "Block Whispers from Strangers" on Twitch).

3. Prize Selection

3.1 A random winner will be selected from the pool of eligible Participants in the audience and via the online platforms (Twitch and FACEIT).

3.2 Winners are selected using EFG's API, which randomly generates a winner's name in real-time during the Event, ensuring a fair and transparent selection process.

3.3 If a winner does not respond or cannot be contacted within two (2) weeks, a new winner will be selected from the remaining Participants. If the newly selected winner does not respond, the prize will return to the prize pool for future use.

4. Prizes

4.1 Prizes may include both physical and digital items. The specific prize allocated to each winner will be decided by EFG at its sole discretion. The prizes are:

CS2 In-Game Skin: Hand Wraps | Duct Tape

CS2 In-Game Skin: Driver Gloves | Overtake

CS2 In-Game Skin: Broken Fang Gloves | Yellow-banded

CS2 In-Game Skin: Specialist Gloves | Mogul

CS2 In-Game Skin: Moto Gloves | Transport
CS2 In-Game Skin: Driver Gloves | Black Tie
CS2 In-Game Skin: Little Kev | The Professionals
CS2 In-Game Skin: Hand Wraps | CAUTION!
Intel® Core™ Ultra 9 Processor 285K

4.2 For some digital prizes, Participants must have a valid Steam account to receive virtual items.

4.3 EFG reserves the right to substitute any prize for an item of equal or greater value.

4.4 Prizes are non-transferable, non-exchangeable, and cannot be redeemed for cash or any other form of compensation.

4.5 EFG will cover the cost of shipping physical prizes, but EFG cannot ship to certain countries (as listed above).

5. Notification and Prize Delivery

5.1 Winners attending the Events will receive their prize directly at the venue.

5.2 Remote winners will be contacted via Twitch or FACEIT Watch to confirm shipping information (for physical prizes) or to receive their digital prize.

5.3 Prizes will be shipped to the provided address for physical items, or delivered digitally for virtual prizes.

5.4 EFG is not responsible for any incorrect or incomplete contact or shipping information provided by the winner.

9. General

9.1 These terms and conditions are governed by the laws of the jurisdiction where the Event is held. Any disputes will be subject to the exclusive jurisdiction of the courts of that jurisdiction.

9.2 EFG reserves the right to modify or cancel the Prize Draw at any time without prior notice.

6. Event Information

6.1 The DHL Drop Prize Draw will take place at the following Event:

IEM Cologne 2025

August 1st – August 3rd 2025 Lanxess

Arena

Willy-Brandt-Platz 3, 50679 Köln, Germany

7. Liability and Disqualification

7.1 EFG reserves the right to disqualify any Participant who violates these terms and conditions, provides false information, or engages in any fraudulent activity.

7.2 EFG accepts no responsibility for technical issues, system failures, or other unforeseen events that may disrupt the Prize Draw or prevent participation.

7.3 EFG shall not be liable for any damages, losses, or injuries resulting from participation in the Prize Draw or from the acceptance and use of any prize.

8. Data Protection

8.1 By entering the Prize Draw, Participants consent to the processing of their personal data for the purpose of administering the Prize Draw, contacting winners, and delivering prizes.

8.2 EFG will handle all personal data in accordance with applicable data protection laws and the EFG Privacy Policy.

8.3 Participants may be required to provide their contact details, including name, email address, and shipping address to receive the prizes.

9.3 By participating in the Prize Draw, Participants agree to be bound by these terms and conditions.