



2009 AUTOZONE COMMERCIAL CUSTOMER SATISFACTION SWEEPSTAKES OFFICIAL RULES

- 1. ELIGIBILITY: NO PURCHASE NECESSARY TO ENTER OR WIN.** Purchasing a product or service will not increase your chances of winning. Open to operators of automotive repair shops who are legal US Residents of the 48 contiguous United States and the District of Columbia and are at least 21 years of age or older as of the date of entry (the "Entrant"). Employees, officers and directors of AutoZone Parts, Inc. and its subsidiaries and affiliates (the "Sponsor"), its distributors, vendors, advertising/promotion agencies, and any others engaged in the development, production, execution or distribution of this Sweepstakes, including, but not limited to, the entities supplying the Prizes herein as well as their immediate family members (spouses, siblings, children and parents, regardless of where they live) or members of the same households (whether related or not) of such employees, officers and directors are not eligible to participate. All federal, state and local laws and regulations apply. Void in Puerto Rico, outside of the 48 contiguous United States and where ever else prohibited or restricted by law.
- 2. TO ENTER:** The 2009 AutoZone Commercial Customer Satisfaction Sweepstakes (the "Sweepstakes") begins at 12:00 a.m. Central Time (CT) on August 14, 2009, and ends at 11:59 p.m. CT on January 16, 2010 (the "Sweepstakes Period"). For purposes of these Official Rules, all times are given in Central Time. There are two (2) ways to enter:

Enter via Store Purchase: Invitations to participate in the AutoZone Customer Satisfaction Survey (the "Survey") will be printed on selected AutoZone customer invoices and advertising materials. If you receive an invitation to participate in the Survey by purchasing a product from a participating AutoZone commercial location during the Sweepstakes Period you may enter the Sweepstakes Online as follows: Access the Survey entry page by 11:59 pm CT on January 16, 2010 at www.autozone.com/commsurv. When prompted, complete the official entry form in its entirety including your first name, last name, title, business name, complete business address, city, state, zip code, business telephone number (including area code), date of birth and email address (if available). Then provide the customer invoice number printed on the bottom of your invoice (if available) and complete the Survey by submitting your answers to the Survey Questions. When you have completed the Survey you will receive one (1) entry into the Sweepstakes... **Limit of one (1) entry per person via store purchase during the Sweepstakes Period.** You must complete the official entry form and complete the entire survey in order to be eligible and receive your entry into the Sweepstakes. Entries are subject to invoice number validation (if provided) and verification. Only one (1) entry per invoice number will be accepted. In the event multiple entries are submitted using the same invoice number, the first entry will be accepted and any entry thereafter will be deemed void

Enter By Mail: If you do not have a customer invoice or did not receive an invitation on your customer invoice, you may enter by mail as follows: On a plain 3" x 5" card, legibly handprint or type your first name, last name, title, business name, complete business address, city, state, zip code, business telephone number (including area code), date of birth and email address (if available) to: "2009 AutoZone Commercial CS Sweepstakes", 90 Rockwood Place, Rochester, New York 14610. Mail entries must be postmarked by January 16, 2010 and received by January 23, 2010 to be eligible for the Sweepstakes. **Limit of one (1) entry by mail per person during the Sweepstakes Period.** Each envelope is considered one (1) entry. Multiple entries submitted by a single Entrant or in the same envelope are void. Entries submitted or completed by anyone other than the Entrant are void. No mechanical reproductions will be accepted. Neither the Sponsor, nor The National Sweepstakes Company (the "Independent Administrator") will verify receipt of entries for Entrants. All entries submitted become the sole property of Sponsor and will not be returned. Sponsor is not responsible for lost, late, misdirected, illegible, or damaged mailed entries.

Regardless of the method in which you choose to enter, either via a store purchase or by mail without a purchase, there is a limit of one (1) entry per person during the Sweepstakes Period. Any attempt by any Entrant to obtain more than the stated number of entries by using multiple/different email addresses, telephone numbers, identities, and/or any other methods will void that Entrant's plays and that Entrant may be disqualified from the Sweepstakes.

- 3. WINNING/ODDS:** On or about February 8, 2010, one (1) Grand Prize winner will be selected in a random drawing from amongst all eligible entries received during the Sweepstakes Period by the Independent Administrator, whose decisions are based on their sole discretion and interpretation of these official rules, and are final and binding in all respects. Odds of being selected as the Grand Prize winner will depend upon the total number of eligible entries received during the Sweepstakes Period. Potential Grand Prize winner will be notified by telephone, mail or email. Further details for claiming the Grand Prize is outlined under the "Prize Claims" Section of these official rules.
- 4. PRIZE: One (1) Grand Prize** of \$5,000 cash in the form of a check will be awarded. The total Approximate Retail Value (the "ARV") of all Grand Prizes to be awarded is \$5,000. No prize substitution, except at Sponsor's sole discretion or otherwise provided herein. Sponsor reserves the right to substitute any portion of this prize with a prize of equal or greater value. Grand Prize is not transferable prior to award. The value of the Grand Prize is taxable as income and Grand Prize winner is solely responsible for any taxes on the Grand Prize, including, but not limited to all applicable federal, state and local taxes. All prizes will be awarded.
- 5. PRIZE CLAIMS:** Except where prohibited, potential Grand Prize winner must sign and return to the Independent Administrator, within seven (7) days of receipt, an affidavit of eligibility/release of liability/publicity release (the "Release") in order to claim prize. If the potential Grand Prize winner fails to sign and return the Release or driver's license within the required time period, the potential Grand Prize winner forfeits his/her right to the Grand Prize and alternate Grand Prize winner will be selected at random from among all remaining eligible entries received during the Sweepstakes Period. Grand Prize Winner consents to use of his/her name, likeness, biographical information, and voice in advertising worldwide without additional compensation (TN residents will not be required to sign a publicity release as a condition of winning a prize). The Grand Prize is taxable as income and Grand Prize winner is solely responsible for any taxes on the Grand Prize, including, but not limited to all applicable federal, state and local taxes. No more than the number of prizes set forth in these Official Rules will be awarded.
- 6. GENERAL:** All federal, state and local taxes on the Grand Prize are the sole responsibility of winners. The Grand Prize winner must report income to the Internal Revenue Service. In the event it is deemed during the verification process that such potential Grand Prize winner does not have a unique, personal and valid social security number for Sponsor to report the tax liability associated with acceptance of the prize, potential Grand Prize winner will be disqualified and an alternate winner will be selected. By participating in this Sweepstakes, Entrants agree: [a] to abide by and be bound by these rules and decisions of Sponsor and judges which shall be final in all respects relating to the Sweepstakes, including without limitation the interpretation of these rules; [b] to release, discharge and hold harmless Sponsor, its franchisees, licensees, subsidiaries, affiliates, advertising agencies, promotional agencies and suppliers and any other individual or company involved in the development or execution of the Sweepstakes from any and all injuries, liability, losses, damages, rights, claims and actions of any kind including liability for personal injury or death resulting from their participation in the Sweepstakes or their acceptance, use or misuse of a prize; and [c] if a winner, to the use of their name, voice, image and/or likenesses for advertising, publicity and promotional purposes by Sponsor and Sponsor's subsidiaries and affiliates without further compensation (unless prohibited by law) and to execute specific consent to such use if asked to do so.

Sponsor, its licensees, subsidiaries, affiliates, advertising agencies, promotional agencies and suppliers and any other individual or company involved in the development or execution of the Sweepstakes and their respective directors, officers, shareholders and employees are not responsible and shall not be liable for [a] electronic transmission errors resulting in omission, interruption, deletion, defect, delay in operations or transmission, theft or destruction; [b] unauthorized access to or alterations of entry materials; [c] technical, network, telephone equipment, electronic, computer, hardware or software malfunctions; and [d] limitations of any kind or inaccurate transmissions of or failure to receive information by Sponsor on account of technical problems or traffic congestion on the Internet or at any Web site or any combination thereof. Sponsor and / or Independent Administrator are not responsible for lost, late, incomplete, incorrect, damaged, misdirected, or illegible entries or any condition caused by events beyond the control of the Sponsor that may cause the Sweepstakes to be disrupted or corrupted. Sponsor may prohibit an Entrant from participating in the Sweepstakes or winning a prize if, in its sole discretion, it determines that said Entrant is attempting to undermine the legitimate operation of the Sweepstakes by cheating, deception, or other unfair playing practices or intending to annoy, abuse, threaten or harass any other Entrants, Sponsor, or Independent Administrator. Entries which contain false information, are incomplete, inaccurate or are otherwise forged, defective, or made outside authorized channels, including those which have failed due to malfunction or failure of phones, phone lines, telephone systems or networks, server, providers, computer equipment, software or any combination thereof of any kind, any

human error or otherwise, shall be void. CAUTION: ANY ATTEMPT BY AN ENTRANT TO DELIBERATELY DAMAGE OR UNDERMINE THE LEGITIMATE OPERATION OF THE SWEEPSTAKES MAY BE IN VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, SPONSOR RESERVES THE RIGHT TO SEEK REMEDIES AND DAMAGES (INCLUDING ATTORNEY'S FEES) FROM ANY SUCH ENTRANT TO THE FULLEST EXTENT OF THE LAW, INCLUDING CRIMINAL PROSECUTION. If, for any reason whatsoever, this Sweepstakes, in Sponsor's sole opinion, is not capable of running as planned, including, but not limited to, by reason of infection by computer virus, tampering, fraud, technical failures, or any other cause which, in the Sponsor's sole judgment, corrupts or affects the administration, security, fairness, integrity or proper conduct of this Sweepstakes, Sponsor reserves the right at its sole discretion to cancel, terminate, modify or suspend this Sweepstakes and limit entries to those submitted prior to the action taken, or to proceed in such a manner as may be deemed fair and equitable by Sponsor in its sole discretion. In the event of a dispute about the identity of an online entrant, the online entry will be assigned to the authorized account holder of the e-mail address submitted at the time of entry. "Authorized account holder" is defined as the natural person who is assigned to an email address by an Internet Access Provider, online service provider, or other organization (e.g. business, educational institution, etc) that is responsible for assigning email addresses for the domain associated with the submitted email address. Entry information becomes property of Sponsor. All federal, state and local regulations apply.

7. **SPONSOR:** AutoZone Parts, Inc., and its subsidiaries and affiliates, 123 South Front Street, Memphis, TN 38103-3607.
8. **INDEPENDENT SWEEPSTAKES ADMINISTRATOR:** This Sweepstakes is being administered by The National Sweepstakes Company, 693 East Ave., Rochester, NY 14607, who is responsible for overseeing the awarding of all prizes, and whose decisions are final in regard to the conduct of this Sweepstakes.
9. **WINNERS' LIST REQUEST:** To receive a list of prize winners, send a self-addressed, stamped (business size) envelope to: "2009 AutoZone Commercial CS Sweepstakes" Winners List Request, PO Box 10505 Rochester, NY 14610. Requests must be received by March 16, 2010.
10. **PRIVACY POLICY:** Information collected from Participants is will be used to communicate with Entrants regarding this Sweepstakes and otherwise, as set forth in the Sponsor's Privacy Policy available at www.autozone.com.
2. **RULES:** Visit any participating AutoZone commercial location or www.autozone.com/commsurv for a copy of these official rules. You may also obtain a copy of these Official Rules by mailing a self-addressed stamped envelope by March 16, 2010 to: "AutoZone Commercial CS Sweepstakes", PO Box 10505, Rochester, NY 14607.

This offer shall not be published without permission of the Sponsor.
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August 10, 2009

2009 AUTOZONE COMMERCIAL CUSTOMER SATISFACTION SWEEPSTAKES DISCLAIMERS

English

NO PURCHASE NECESSARY. Ends 01/16/10. Open to operators of automotive repair shops who are legal residents of the 48 contiguous US and DC and at least 21 years of age at time of entry. Subject to full official rules available at www.autozone.com/commsurv. Void where prohibited.