

## **Zenless Zone Zero Official Community Event Rules**

Please read the relevant event rules carefully before participating. Your participation will be regarded as an agreement to abide by all event rules:

- Please ensure you are an adult according to the laws of the country or region where you reside or have obtained permission from your guardian to participate in the event.
- Please do not post anything that violates the community or site rules, or anything unrelated to the event (including but not limited to unrelated links or other advertising content). At the same time, any actions that may disrupt or attempt to disrupt the fairness of the event (including but not limited to using tools to cheat) may result in the right to participate or obtained prizes being revoked and, depending on the circumstances, a ban from future events.
- Please note that we will not be able to confirm your participation, and it will be deemed invalid if your account's posts are hidden or if you have deleted the event-related post or comments during the event period. The event period refers to the start date until the date the winners are announced.
- Each account can obtain at most 1 prize. The chances of winning prizes are affected by the number of participants.
- The winners list will be announced in the event's comments section within 10 working days after the event ends.
- All official community platforms and accounts share winners for the same event. There is no fixed number of winners for each region or platform, but it is determined by the actual number of participants from each region. An event is considered the same if the dates, content, prizes, and number of

prize winners are identical.

- If you win any virtual prizes, please exchange or collect your prize within the timeframe stipulated. Failure to do so will result in the forfeiture of your prize.

Please pay attention to the winners announcement, as we will not send you a notification informing you of in-game virtual items you win. Prizes will be sent to your in-game mail within 30 days of the winners announcement. Please remember to check for and claim your rewards. Failure to do so shall be considered a forfeiture of your prize.

- If you win any physical prizes, please provide your shipping information within the timeframe stipulated. Failure to do so will result in the forfeiture of your prize. Submitted shipping information cannot be updated, so please ensure the legality and accuracy of the information.

Physical prizes will be sent out within 90 days after the event has ended, so please remain patient. In the event of failure to send the physical rewards due to low inventory, logistics issues, or other unavoidable causes, some physical rewards may be substituted with other prizes of equal value. There may be some delays in prize delivery. We appreciate your understanding. During the prize delivery, you will need to contact your local customs and declare the item if needed for customs clearance. Prizes will not be resent if delivery fails due to failure to complete customs clearance. Please contact the logistics provider first if your item is damaged.

- If you obtain a cash prize in this event (if any), we will collect and use your recipient account details and other related information to ensure you can receive the prize as intended. We will be responsible for any transaction

fees incurred due to international transfers. You are responsible for relevant tax obligations and should refer to the actual amount received for specifics.

- Prize winners shall be responsible for complying with any relevant tax policies of their country or region of residence. Please file taxes as required.
- Collected personal information (if any) during this event will be used solely for prize delivery purposes. More information can be found in our Privacy Policy on our official site. Collection and usage of your personal information will strictly abide by our Privacy Policy.
- For any other questions, please feel free to contact our customer service email: [zzzcs\\_en@hoyoverse.com](mailto:zzzcs_en@hoyoverse.com)