

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
Promotion Name	“Peraduan Beli & Menang Bersama Dutch Lady!”
Promotion Period	The Promotion starts at 00:00:00 on 1 October 2026 and closes at 23:59:59 on 30 November 2026 .
Eligibility	The Promotion is open to all Malaysian citizens and permanent residents in Malaysia aged 18 years and above with valid identification number (MyKad or MyPR) as on 1 October 2026 (“Participant”). The following groups of persons shall not be eligible to participate in the Promotion: (a) Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses). (b) Employees of the Organiser’s agencies associated with the Promotion and their immediate families (spouse, children, parents, siblings, and their spouses).
Entry Method	<u>WHATSAPP ENTRY</u> - Purchase a minimum of Ringgit Malaysia Fifteen [RM15.00] (“Minimum Value”) and above worth of any participating Dutch Lady® UHT and/or Pasteurized Milk product(s) (“Participating Products”) in a single original receipt (“Proof of Purchase”). Only in-store purchases must be made during the Promotion Period at any participating ECONSAVE outlets in <i>Sarawak or Peninsular Malaysia</i>, or BATARAS outlets in <i>Sabah or Labuan</i> (NOT including online purchases). - The Participating Dutch Lady Product is as follows: ☒ Dutch Lady UHT Milk 125ml ☒ Dutch Lady UHT Milk 180ml ☒ Dutch Lady UHT Milk 200ml ☒ Dutch Lady Signature Can 240ml ☒ Dutch Lady UHT Milk 300ml ☒ Dutch Lady UHT Milk 1L ☒ Dutch Lady Pasteurised Milk 1L ☒ Dutch Lady Omega 125ml ☒ Dutch Lady Omega 180ml ☒ Dutch Lady Tealive UHT Milk 250ml - Snap a clear picture of the receipt(s) and submit the following information by scanning the QR code shown via WhatsApp to 012-662 2186.

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	a. Clear picture of the Proof of Purchase/Receipt b. Full Name c. MyKad/MyPR Number d. Contact Number (e.g., Picture of Receipt, Amirah Binti Ashraf, 9XXXXX-1X-5XXX, 012-XXX XXXX) (“Qualified Entry”) 4. Each valid entry, completed with the required picture of receipt, fulfilled purchase requirement, and personal information received and approved by the Organizer during the Promotion Period will be serialized at the back end for winners’ selection purposes (“Qualified Entry”). For every RM 15.00 purchased of participating product(s) in a single receipt, ONE (01) serial number will be allocated to the Entry, but limited to maximum of TEN (10) serial numbers per one (1) receipt. For example; a) A single receipt with more than RM 30.00 of Dutch Lady Products, TWO (02) serial numbers will be given. b) A single receipt with more than RM 150.00 of Dutch Lady Products, TEN (10) serial numbers will be given. 5. Participants may submit as many entries as they wish, but each unique Proof of Purchase along with completely required personal details is ONLY eligible for ONE [1] entry submission via WhatsApp. 6. Multiple entry(ies) by the same participant with different Proof of Purchase during the Promotion Period are allowed in accordance with these Terms and Conditions. 7. The Organiser shall reserve the right to disqualify any submission with unclear Proof of Purchase, incomplete Entry, illegible, duplicated Proof of Purchase and/or containing more than ONE [1] Proof of Purchase without further notification to the Participants. 8. Retain the Original Receipt or Proof of Purchase for verification purposes. 9. The serial number will not be given out as it is for internal usage of winner’s selection. 10. Notwithstanding any of the above, upon receipt of the Entry and/or upon selection of the winners, as the case may be, the Organiser shall reserve the right to request further evidence in the processing of the Entry, including the original Proof of Purchase
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	(hardcopy for physical purchase(s)) and the identification documents for verification prior to the delivery of the Prizes. Failure to produce any of the foregoing documents within the stipulated time frame will result in disqualification and forfeiture of the Prizes.
Entry Deadline	All qualified entries must be received by the Organiser on or before 23:59:59 on 30 November 2026. Any Entry received outside the Promotion Period shall be automatically disqualified. For Weekly Prize Entry submissions, the Organiser shall receive the submission of Entries on or before 23:59:59 of the last date of each Promotion Week as tabulated below. <u>PROMOTION WEEK SCHEDULE</u> ➤ WEEK 1: 01 October 2026 – 10 October 2026 ➤ WEEK 2: 11 October 2026 – 17 October 2026 ➤ WEEK 3: 18 October 2026 – 24 October 2026 ➤ WEEK 4: 25 October 2026 – 31 October 2026 ➤ WEEK 5: 01 November 2026 – 07 November 2026 ➤ WEEK 6: 08 November 2026 – 14 November 2026 ➤ WEEK 7: 15 November 2026 – 21 November 2026 ➤ WEEK 8: 22 November 2026 – 30 November 2026
Judging Details	<u>VERIFICATION OF ENTRIES</u> 1. Clear picture of the Original Proof of Purchase indicating the Participating Product(s) and Values, Invoice/Receipt Number, Valid Purchase Date, Outlet Name and Valid Payment Date/Time. 2. Valid required Personal Details 3. Validity of purchase date and fulfilled purchase requirement. 4. No Duplication of Proof of Purchase 5. No alteration of receipt in any form; store name, items purchased, prices, and transaction time 6. E-commerce Receipt, Handwritten Receipt, Purchase Order, and Delivery Note will <u>NOT</u> be accepted as proof of purchase. 7. Disqualified receipt/document as proof of purchase include: i. Credit Card Slips ii. E-commerce Receipts iii. Handwritten Receipts iv. Refund/Return of Purchase Slips v. Delivery Note vi. Receipts Not Printed from a Cash Register (POS system for physical purchase(s))

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SHORTLISTED WINNER SELECTION METHOD

Grand Prize : 1 Winner x Exclusive Dutch Lady 999.9 Gold Bar (5gm) worth RM 3,700

As part of the Grand Prize shortlisting winner selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout the Promotion Period [each a “Qualified Entry” and collectively the “Qualified Entries”]. A set of serial numbers will be allocated for the Qualified Entries starting from serial number “1”.

The serial numbers allocated to each Qualified Entry will be tabulated and added up to derive the total number of Qualified Entries [“Total Qualified Entries”]. Assuming the Total Qualified Entries received throughout the Promotion Period is 3,800, the Organiser will compute and select the shortlisted winners based on the following example:

$$3,800 \div 2 = \underline{1900^*}$$

The Grand Prize shortlisted winner is the entry with serial number **1900***.

Total of **1 winner** will be selected throughout the **Promotion Period**.

The rounding formula will be performed where the decimal value arises, the number will be rounded down to the nearest single digit number.

First Prize: 20 Winners x ECONSAVE or BATARAS Vouchers worth RM 500 each

As part of the First Prize shortlisting winner selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout the Contest Period [each a “Qualified Entry” and collectively the “Qualified Entries”]. A set of serial numbers will be allocated for the Qualified Entries starting from serial number “1”.

The serial numbers allocated to each Qualified Entry will be tabulated and added up to derive the total number of Qualified Entries [“Total Qualified Entries”] and the subtraction of Grand Prize Winner’s Entry/ies. Assuming the Total Qualified Entries received throughout the Contest Period is 3,800, the Organiser will compute and select the shortlisted winner based on the following example:

Assuming Grand Prize winner’s entries = 20* entries.

$$3,800 - (20) = 3,780 \div 20 = \underline{189^*}$$

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	A total of twenty (20) participants with entry serial numbers with a multiple of 189* will be selected as the First Prize Winners. Example of the First Prize shortlisted winners are the serial numbers: 189*, 378*, 567*, 756*, 945*, 1134*, and so forth. Total of 20 winners will be selected throughout the Promotion Period. The rounding formula will be performed where the decimal value arises, the number will be rounded down to the nearest single digit number. Weekly Prizes: ECONSAVE or BATARAS Voucher worth RM 100 each x 25 winners per week As part of the Weekly Prize shortlisting winner selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout each Weekly Promotion Period [each a “Qualified Weekly Entry” and collectively the “Qualified Weekly Entries”]. A set of serial numbers will be allocated for the Qualified Weekly Entries starting from serial number “1”. The serial numbers allocated to each Qualified Weekly Entry will be tabulated and added up to derive the total number of Qualified Weekly Entries [“Total Qualified Weekly Entries”]. Assuming the Total Qualified Weekly Entries received throughout the Weekly Promotion Period is 500, the Organiser will compute and select the shortlisted winners based on the following example: $500 \div 25 = \underline{20^*}$ A total of twenty-five [25] participants with entry serial numbers with a multiple of 20* will be selected as the Weekly Prize Winners. Example of the winning serial numbers: 20*, 40*, 60*, 80*, 100*, and so forth as the Weekly Prize Winners. Total of 25 winners will be selected for EACH Promotion Week. The rounding formula will be performed where the decimal value arises, the number will be rounded down to the nearest single digit number. <u>CONTEST QUESTION</u> “Dutch Lady® UHT Milk is High in Calcium & Vitamin D3, Protein.” (True/False)
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	The Organiser will contact all shortlisted Winners via WhatsApp from the Promotion number 012-662 2186 to the winner's WhatsApp number submitted during the Promotion entry submission to answer a simple Question. Shortlisted winners must reply and provide the correct answer within TWO (2) days from the Question Notification to be eligible to win the prize. Failing which will result in forfeiture of the prize. The Organiser will not be held liable in the event that the shortlisted entries cannot be contacted for whatever reason. Upon receipt of the correct answer, Qualified Winners will be contacted via WhatsApp to confirm their correct answer and to request their delivery address for prize fulfilment. In the event the Qualified Winners cannot be contacted for any reason, the Organiser reserves the right to select the next eligible shortlisted entry as a replacement winner. The Organiser will not be held liable for any failure to contact the Qualified Winners. <u>WINNER ANNOUNCEMENT</u> The list of winners will be announced on the Organiser's social media page on Facebook https://www.facebook.com/spread.the.goodness.of.milk and official website at https://www.dutchlady.com.my/campaigns-promotions/ The Organiser shall reserve the right to request evidence of the original Proof of Purchase (hardcopy for physical purchase(s)) for verification and prize redemption. Failure to produce the hard copy of the Proof of Purchase (for physical purchase(s)) upon request will result in disqualification and prize forfeiture.
Prizes	A total of Two Hundred Twenty-One [221] Prizes to be won throughout the Promotion Period. GRAND PRIZE 1 x Exclusive Dutch Lady 999.9 Gold Bar (5gm) worth RM 3,700 (Total of 1 Grand Prize throughout the Promotion Period) FIRST PRIZE 20 x ECONSAVE or BATARAS Voucher worth RM 500 each (Total of 20 First Prizes throughout the Promotion Period) WEEKLY PRIZE 25 x ECONSAVE or BATARAS Voucher worth RM100 each (25 winners per week x 8 weeks) (Total of 200 Weekly Prizes throughout the promotion period)

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	Each participant is eligible to win a maximum of TWO (02) prizes during the Promotion Period. ✓ 1x Weekly Prize and 1 x Grand Prize ✓ 1x Weekly Prize and 1 x First Prize
Prize Claim/Delivery Date	1. The Organiser, its agents, sponsors, and representatives shall have no liability to any Participant who defaults in collecting the Prizes in accordance with the Prize Claim/Delivery Date in any respect whatsoever. 2. Prizes are strictly not transferable, assignable, exchangeable, or redeemable by the Participant in any other form or manner other than that specified by the Organiser. 3. All prizes will be processed for collection or delivery within 45 working days from the end of the Promotion Period, 30 November 2026. The Organiser reserves the right to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser. 4. Failure to provide the required details within the stipulated time frame for prize fulfilment will result in forfeiture of the prize. The Organizer will not be held liable in the event the winners cannot be contacted for whatever reasons. 5. Winners must comply with the terms and conditions of the party(ies) arranging and/or providing the prizes. 6. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice. The Prize must be claimed within three [3] months from the date of the letter or announcement or notice of the claim of the prize, whichever is earlier. 7. The Prize shall be used/taken entirely at the risk of the Participants and the Organiser excludes all warranties and liabilities in connection with the Prize to the fullest extent permitted by law. 8. The Organiser reserves the right to determine how uncollected Prizes will be dealt with. 9. All prizes are awarded on an “as is” basis. Any issues, defects, or malfunctions arising from manufacturing defects shall be subject solely to the manufacturer’s warranty (if any). The Organiser shall not be responsible for any defect, damage, or malfunction of the prize after it has been awarded.

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	10. Prize Collection Venue for Grand Prize – Exclusive Dutch Lady 999.9 Gold Bar (5gm); ▪ The winner must self-collect the Prize by presenting the original redemption letter issued by the appointed agency at the appointed agency's office. ▪ Alternatively, the winner may authorize a third party to collect the Prize on his/her behalf by providing the Organiser with a written consent and authorization letter prior to the prize collection. ▪ For an outstation winner who is unable to self-collect the Prize at the appointed agency's office, the Prize can be collected at a designated HABIB outlet, subject to the arrangement determined by the Organiser and appointed agency. ▪ The winner is responsible for collecting the Prize within the specified Prize Collection Period, and the Organiser is not obliged to provide any extension or reminder notice. Any additional costs of hand delivery by the appointed agency shall be borne solely by the winner at their own expense (i.e., travel expenses, transportation costs, duties, taxes, accommodation and any other related expenses). 11. Terms and Conditions for ECONSAVE & BATARAS Vouchers: i. This voucher is only valid for discount up to the amount stated. i. This voucher is not valid for further redemption of any other vouchers ii. This voucher can only be redeemed once and is not redeemable for cash in whole or part. iii. This voucher is not valid after the expiry date. Only the original copy is accepted. iv. This voucher is a bearer voucher, and the organizer is entitled to honour the voucher when presented. The organizer is not obliged to replace any lost voucher. Damaged voucher will be considered as invalid voucher and will not be replaced. v. The organizer reserves the right to change, modify or amend the conditions herein at any time without notice. 12. Winners who purchase from ECONSAVE outlets in Sarawak or Peninsular Malaysia will receive ECONSAVE Voucher, while winners who purchase from BATARAS outlets in Sabah or Labuan will receive BATARAS Voucher.
Additional Terms	1. The Organiser reserves the right in its sole discretion, without prior notice, and without any liability to any person, at any time to change the Terms and Conditions, including to change the Promotion Period, make Prize substitutions, cancel, terminate or suspend the Promotion in whole or in part. In the event of any changes to the Terms and Conditions, Participants agree that their continued participation in the Promotion will constitute their acceptance of the Terms and Conditions.

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	2. The Organiser, and/or representatives shall not be liable to any Participant in respect of any loss or damage whatsoever which is suffered, including but not limited to indirect or consequential loss, or for personal injury suffered or sustained by the Participant arising out of or in connection with the participation by the Participant in the Promotion, as well as the redemption and/or utilization of any Prize won. 3. The Organiser's decision on all matters relating to the Promotion, including judging and selection of winners will be final, binding and conclusive on all Participants, and no correspondence or appeals will be entertained. 4. By participating in this Promotion, participants consent to give their personal information, and the Organiser reserves the right to publish, use the participants and winners' names and/or photographs plus their entries for purposes of publicity, advertising and/or trade without further compensation or notice and each participant is not entitled to make any claims for the use of their entries by the Organiser. 5. By submitting an entry to the Promotion, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions. 6. For a more detailed description of our privacy practices, please refer to our Privacy Policy at https://www.dutchlady.com.my/campaigns-promotions/ 7. You may access and request for correction of your personal data, to limit the processing of your personal data, or contact us with any enquiries in respect of your personal data as follows: Dutch Lady Careline Telephone No.: 1800-81-3855 E-mail address: dutchladycareline@frieslandcampina.com 8. In the event of any inconsistency or conflict between the English version and the Bahasa Malaysia version of this Terms and Conditions, the English version shall prevail.
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