

## Dutch Lady Malaysia | Terms & Conditions for #DLSyokNyer Contest

### Eligibility and Contest Period

1. The Dutch Lady #DLSyokNyer (“Contest”) will run from 27 November 2022 (9:00 a.m.) – 31 December 2022 (11:59 p.m.) (“Contest Period”). Dutch Lady Milk Industries Berhad (“Organiser”) reserves the right to shorten or extend the Contest Period without prior notice. Participants agree to be bound to any such changes. All entries received outside the Contest Period shall be automatically disqualified. The Organiser’s decision shall be final and binding, therefore no correspondence shall be entertained.

2. The Contest is open to all Malaysian citizens and permanent residents in Malaysia of the following criteria, except the employees of the Organiser, Collaborators and the immediate family members (spouse, children, parents, siblings and their spouses), including the Organiser’s affiliates and/or related companies, distributors, advertising and promotion agencies:

- Adults aged eighteen (18) years and above with valid identification number (MyKad) and/ or
- Teenagers aged thirteen (13) to seventeen (17) with supervision and approval from parents or legal guardians.

3. The Organiser shall reserve the right to request evidence of identification documents. By participating in this Contest, you agree to comply with these terms and conditions. The Organiser shall not be liable for any loss, damage, or expense arising from your participation, howsoever arising.

### How To Participate

1. To participate in this Contest, Participants are required to:

**Step 1:** Take a REELS (photo OR video form) of you enjoying your favourite Dutch Lady products\* for your Instagram Reels entry submission. Do ensure the team you have picked and representing in your entry is in line with the product you showcase (Delicious #DLTeamMmm OR Refreshing #DLTeamAhh).

*\*Eligible products & the team they represent:*

- **(#DLTeamMmm):** Dutch Lady Cans 240ml (Signature Chocolate / Signature Chocolate Hazelnut Flavour) & Dutch Lady Flavoured Milk 200ml (Chocolate/ Strawberry /Banana / Kurma / Coffee Flavour).
- **(#DLTeamAhh):** Dutch Lady Juicy Milk 200ml (Orange / Strawberry / Mango Flavour).

**Step 2:** Bonus Point: Beautify your entry post with our GIF stickers\* with the keyword 'Dutch Lady' that will load our designated stickers.

*\*Stickers selection:*

- **(#DLTeamMmm):** Feature any stickers of Dutch Lady Cans & Dutch Lady Flavoured Milk.
- **(#DLTeamAhh):** Feature any stickers of Dutch Lady Juicy Milk.

**Step 3:** Caption it with the hashtag #DLSyokNyer and specify which team you represent (#DLTeamMmm OR #DLTeamAhh), tag us Dutch Lady Malaysia (@dutchladymy) and submit\*\*\* your entry as an Instagram Reels' post.

\*\*\**Make sure your account/post visibility is set to Public*

2. All entries must be received by the Organiser on or before 11:59 p.m. on 31 December 2022. The Organiser reserves the right to disqualify any incomplete and late entries. The Organiser and the companies involved in this Contest shall not be held liable in any way for delays, non-deliveries and/or interruptions of the visuals sent or received via any Facebook / Instagram account in conjunction with the Contest. Persons who violate any rule, gain an unfair advantage in participating in the Contest, or obtain winner status using fraudulent means will be disqualified. Unsportsmanlike, disruptive, annoying, harassing, or threatening behaviour is strictly prohibited.

### Winner Selection

1. Participants who meet all the contest requirements (refer to How To Participate) will be shortlisted and ten (10) participants will be selected from the most creative submissions in terms of overall content selected by our judges to win an exclusive Dutch Lady #DLSyokNyer Home Café Starter Kit for you to recreate your own Dutch Lady recipes at home.

2. Each participant may submit multiple entries but are only eligible to win a maximum of one (1) prize only.

3. Each winner\* is required to contact Organizer's Instagram page's Direct Message ([instagram.com/dutchladymy/](https://www.instagram.com/dutchladymy/)) (DM) or Facebook page's Inbox ([facebook.com/spread.the.goodness.of.milk](https://www.facebook.com/spread.the.goodness.of.milk)) (PM) and provide the required details as below within 7 working days from the date of the winner announcement post that will be made on Dutch Lady Malaysia's official Instagram & Facebook page to confirm the prize redemption.

- 3.1 Full Name:
- 3.2 T-Shirt Size:
- 3.3 IC Number:
- 3.4 Contact Number:
- 3.5 Mailing Address:

*\*Winners aged thirteen (13) to seventeen (17) are required to also share Full Name, IC Number and Contact Number of their parents or legal guardians as a proof of consent.*

4. Should the winner fail to contact the Organizer within 7 working days from the Winner Announcement, Organizer will proceed to pick another winner and the Organizer is not responsible and will not be held liable in the event that any of the Winners are unreachable as a result of invalid contact information provided by the participant or cannot be contacted for whatsoever reason.

3. The Organiser reserves the right to appoint a third party to conduct the verification of the Eligible Winners and to fulfil the delivery of Prizes. Contestants must agree that the Organiser may provide all necessary information to such third parties to facilitate such services.

5. The Organiser reserves the right to request proof of age of any eligible Winners before they are confirmed as winners. The Organiser reserves the right to forfeit prizes for any Contestant who does not provide the required details upon receiving the request/notification from the Organiser. The Organiser's decisions are final. No correspondence will be entertained.

4. The Organiser reserves the right to reject any submission at its sole and absolute discretion without having to assign any reason whatsoever.

### Prizes

1. Prizes are NOT exchangeable, transferable, or redeemable in any other form for whatever reason.

2. The Organiser reserves the right at its absolute discretion to substitute any of the Prizes with that of similar value, at any time without prior notice. The values of the Prizes are correct at the time of printing. All Prizes are given on an "as is" basis.

3. Each Winner is only eligible to win one (1) Contest Prize.

4. Items included in the **Dutch Lady #DLSyokNyer Home Café Starter Kit** are:

- a. One (1) t-shirt\*.
- b. One (1) Dutch Lady Home Café Starter Kit:
  - Variety of Dutch Lady products.
  - One (1) tumbler.
  - One (1) denim apron.
  - One (1) printed menu posters.
  - One (1) recipe card.

*\*T-shirt will be delivered to the winner separately & will not be included in the Dutch Lady #DLSyokNyer Home Café Starter Kit as it acquires some time to produce.*

5. The Prize shall be used/taken entirely at the risk of the Winners and the Organiser excludes all warranties and liabilities in connection with the Prize to the fullest extent permitted by law.

6. Prize will be sent to the winner's mailing address after the information provided by the winner has been validated by the Organizer. Winners will need to ensure that the mailing address is updated and accurate.

7. All unclaimed prizes will be forfeited by the Organizer after 90 days after the Winner Announcement. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.

### Rights of the Organiser

1. The Organiser will not be responsible or liable for:

1.1. Any problem, loss or damage of whatsoever nature suffered by any party due to any delay and/or failure in compiling the entry as a result of any network, communication or system error, interruption and/or failure experienced by the participating internet line in the Contest. In the event of such error, interruption and/or failure, the Organiser shall not be responsible or liable for any failure by any Contestants to participate in the Contest at any time.

1.2. Any problem, damage or loss of whatsoever nature to any Contestant, or their authorized representatives resulting from their participation in the Contest; and

1.3. Any error, omission, interruption, deletion, defect, delay in operation or transmission, internet line failure, theft, destruction of, or unauthorized access to entries, arising during operation or transmission as a result of server functions, virus, bugs or other causes outside its control.

2. Contestants must also agree that the Organiser shall not be responsible nor liable for any delay, injury or damage to the Contestant's and/or any third party's computer, computer system or apparatus relating to or resulting from the access to, participation in this Contest, including the playing, downloading of any materials or information from the Website and in connection with this Contest, submission for this Contest, including without limitation to any server failure, lost, delayed or corrupted data or other malfunction.

3. The Organiser reserves the right at its sole discretion to disqualify any individual that it determines to be tampering with the entry process or the operation of the Contest, to be acting in breach or potential breach of this Contest Terms and Conditions.

4. The Organiser reserves the right to cancel, modify, suspend or delay the Contest in the event of unforeseen circumstances beyond reasonable control.

5. By participating in this Contest, Contestant's consent to give their personal information and the Organiser reserves the right to publish, use the Contestants' names and /or photographs plus their entries for the purposes of the winner announcement, 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.

6. All entries must be suitable for publication on any public social network. Provocative, political, offensive or questionable content will not be accepted. The Organiser reserves the right at its absolute discretion regarding the criteria of entries with inappropriate content.

7. By participating in this Contest, the Contestants agree to be bound by these Contest Terms & Conditions, and the decisions of the Organiser.

8. The Organiser reserves the right to change, amend, delete, or add to these Terms & Conditions without prior notice at any time and the Contestants shall be bound to such changes.

9. The Organiser collects personal identifiable information to provide services or to correspond with you. This information is stored in a manner appropriate to the nature of the data by the Organiser and is used to fulfil your request(s). By submitting your personal information, we deem that permission is given to the Organiser and/or its authorised agents to use this information for the purpose of present and future marketing and promotional purposes and to improve its products and services. If you inform the Organiser via the Careline at 1-800-88-1191 or at [dutchladycareline@frieslandcampina.com](mailto:dutchladycareline@frieslandcampina.com) that the above information should not be used as a basis for further contact, the Organiser will respect your request. Your information will not be provided or shared with other companies or partners for their independent use. For the Organiser's full Personal Data Protection Act Compliant Notice, please refer to the Organiser's website at <https://www.dutchlady.com.my/privacy-policy/>

10. The Contest Terms & Conditions are prepared in English only.