

## TERMS AND CONDITIONS

<b>Organiser</b>	Dutch Lady Milk Industries Berhad (Registration No: 196301000165 (5063-V))
<b>Contest Name</b>	<b>Balik Kampung Bersama Dutch Lady Exclusive at Kedai Mesra Petronas</b>
<b>Contest Period</b>	The Contest starts at 00:00:00 on 11 <sup>th</sup> March 2024 and closes at 23:59:59 on 21 <sup>st</sup> April 2024.
<b>Eligibility</b>	<p>The Contest is open to all Malaysian citizens and permanent residents in Malaysia aged eighteen (18) years and above with valid identification number (MyKad or MyPR) as on 11<sup>th</sup> March 2024.</p> <p>The following groups of persons shall not be eligible to participate in the Contest:</p> <p>(a) Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses).</p> <p>(b) Employees of the Organiser's agencies associated with the Contest and their immediate families (spouse, children, parents, siblings, and their spouses).</p>
<b>Entry Method</b>	<p><b>WhatsApp Entry</b></p> <ol style="list-style-type: none"> <li>To participate in the Contest, purchase a minimum of <b>Ringgit Malaysia Five [RM5] [including at least ONE Dutch Lady Signature Can 240ml of any variant]</b> of any participating Dutch Lady product(s) ("Dutch Lady Products") in a single receipt ("Proof of Purchase") at any Kedai Mesra Petronas within the Contest Period. The participating Dutch Lady Products are as follows: <ul style="list-style-type: none"> <li>a) Dutch Lady Signature Can 240ml</li> <li>b) Dutch Lady UHT Milk 1L and 200ml</li> <li>c) Dutch Lady UHT Milk 180ml and 125ml</li> <li>d) Dutch Lady Juicy Milk 200ml</li> </ul> </li> <li>Snap a clear picture of the Proof of Purchase and send the following information via WhatsApp to <b>018-252 2240</b> : <ul style="list-style-type: none"> <li>a) Clear picture of the Proof of Purchase</li> <li>b) MyKad/MyPR Number</li> <li>c) Full Name</li> </ul> <p>(e.g. ; Picture of Receipt , 88xxxx-xx-xxxx, Daniel Bin Aman )</p> </li> <li><b>Each valid entry</b>, completed with the required picture of receipt, fulfilled purchase requirement and personal information received and approved by the Organizer will be serialized during the Contest Period. For every <b>RM5.00</b> purchased of participating Dutch Lady Product(s) with <b>ONE (1) Dutch Lady Signature Can 200ml</b> in a single receipt, one (01) serial number will be allocated to the Entry. For example ; <ul style="list-style-type: none"> <li>a. the single receipt of <b>RM10.00</b> of Dutch Lady participating Products with <b>ONE (1) Dutch Lady Signature Can 200ml</b> , two (02) serial numbers will be given.</li> <li>b. the single receipt of <b>RM20.00</b> of Dutch Lady participating Products with <b>ONE (1) Dutch Lady Signature Can 200ml</b> , four (04) serial numbers will be given.</li> </ul> </li> <li>There is no limit to the amount of entries with valid purchases during the Contest Period.</li> </ol>

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	<ol style="list-style-type: none"> <li>5. Each Proof of Purchase is only eligible to one (1) submission only. The Organiser shall reserve the right to disqualify any submission with duplicated Proof of Purchase.</li> <li>6. The Organiser does not accept any alteration of Proof of Purchase in any form. E-commerce receipt, handwritten receipt, Purchase Orders and/or Delivery Notes will not be accepted as Proof of Purchase.</li> <li>7. 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 for further evidence in the processing of the Entry including the original Proof of Purchase (hardcopy) 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.</li> <li>8. Retain the original receipt or Proof of Purchase for verification purposes.</li> </ol>
<p><b>Entry Deadline</b></p>	<p>All entries must be received by the Organiser on or before 23:59:59 on 21<sup>st</sup> April 2024. Any Entry received outside the Contest Period shall be automatically disqualified.</p> <p>For the weekly submission, the Organiser shall receive the submission of Entries on or before 23:59:59 of the last date of each Contest week as tabulated below:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Week 1 : 11 March 2024 – 17 March 2024</li> <li><input type="checkbox"/> Week 2 : 18 March 2024 – 24 March 2024</li> <li><input type="checkbox"/> Week 3 : 25 March 2024 – 31 March 2024</li> <li><input type="checkbox"/> Week 4 : 01 April 2024 – 07 April 2024</li> <li><input type="checkbox"/> Week 5 : 08 April 2024 – 14 April 2024</li> <li><input type="checkbox"/> Week 6 : 15 April 2024 – 21 April 2024</li> </ul>
<p><b>Judging Details</b></p>	<p><b>Verification of Entries</b></p> <ol style="list-style-type: none"> <li>1. Original Tax Invoice receipt indicating the Product(s) and Values, Receipt Number, Valid Purchase Date and Outlet Name</li> <li>2. Valid required Personal Details</li> <li>3. Purchase requirement fulfilled.</li> <li>4. No Duplication of Proof of Purchase</li> <li>5. No alteration of receipt in any form; store name, items purchased, prices and transaction time</li> <li>6. E-commerce receipt, Handwritten Tax Invoice Receipt, Purchase Order and Delivery Note will not be accepted as proof of purchase.</li> </ol> <p><b>Winner Selection</b></p> <p>Each participant is eligible to win a maximum of two (2) prizes during the Contest Period;</p> <ul style="list-style-type: none"> <li>• 1 x Weekly Prize and 1 x Grand Prize , <i>or</i></li> <li>• 1 x Weekly Prize and 1 x First Prize, <i>or</i></li> <li>• 1 x Weekly Prize and 1 x Second Prize , <i>or</i></li> <li>• 1 x Weekly Prize and 1 x Third Prize</li> </ul>

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The Organiser will contact all shortlisted Winners via WhatsApp or contact the mobile numbers from which the Organiser received of the Entry to answer a simple Contest Question.

Shortlisted winners must reply and provide the correct answer within the stipulated time frame to be eligible to win the Prize. Failing which will result in forfeiture of the Prize and the next shortlisted Entry shall be selected as replacement.

The Organizer will not be held liable in the event the shortlisted winner(s) cannot be contacted for whatever reasons.

**Weekly Prize : 20 x Touch 'n Go eWallet Reload PIN worth RM50 each**

There are twenty [20] Weekly Prizes consists of a Touch 'n Go eWallet Reload PIN worth RM50 each to be won each week for six [6] consecutive weeks. In total, there are Hundred and Twenty [120] Weekly Prizes to be won throughout the Contest Period.

The shortlisted weekly winners will be determined based on the serialized number of Qualified entries received during the Contest Weekly Period, for example: if there are 580 eligible entries/serial numbers received during the Contest Week, this number will be divided by 20. Illustration of computation is as follows:

$$580 \div 20 = 29^*$$

The Weekly Prize shortlisted winner is the 29th serial number entry and subsequent serial numbers with the multiplication of 29. Example of the shortlisted winning serial number; 29\*,58\*, 87\*,116\*, 145\*, 174\*, 203\*, 232\*, 261\*, 290\* , 319\*and so forth.

Total of **20 winners** will be selected for **EACH** Contest Week.

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

**Grand Prize : 3 x Touch 'n Go eWallet Reload PIN worth RM1,000 each**

There are three (3) Touch 'n Go eWallet Reload PIN worth RM1,000 each to be won throughout the Contest Period.

A total of three (3) Top Spenders will be selected at the end of the Contest Period. The Organiser will be selecting the winners based on the highest purchase amount or accumulative highest purchase amount by the same participant (based on MyKad Number) during the Contest period. Any Entry received outside the Contest Period shall be automatically disqualified.

Total of **3 winners** will be selected throughout the **Contest Period**.

**First Prize : 5 x Touch 'n Go eWallet Reload PIN worth RM800 each**

There are five [5] Touch 'n Go eWallet Reload PIN worth RM800 each to be won throughout the Contest period.

The First Prize shortlisted winners will be determined based on the serialized number of Qualified entries received during the Contest Period, for example: 3,338 eligible entries/serial numbers received during the Contest Period and the subtraction of Grand Prize winner's Entry/Entries and divided by 5. Illustration of computation is as follows:

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Assuming Grand Prize winner's entries = 18\* entries ;

$$3,338 - 18* = 3,320 \div 5 = \underline{664*}$$

The First Prize shortlisted winners is the 664\* serial number entry and subsequent serial number with the multiplication of 664. Example of the shortlisted winning serial number; 664\*, 1328\*, 1992\*, 2656\* and 3320\*

Total of **5 winners** will be selected throughout the Contest Period.

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

### **Second Prize : 8 x Touch 'n Go eWallet Reload PIN worth RM300 each**

There are eight [8] Touch 'n Go eWallet Reload PIN worth RM300 each to be won throughout the Contest period.

The Second Prize shortlisted winners will be determined based on the serialized number of Qualified entries received during the Contest Period, for example: 3,338 eligible entries/serial numbers received during the Contest Period and the subtraction of the Grand Prize and First Prize winner's Entry/Entries and divided by 8. Illustration of computation is as follows:

Assuming the Grand and First Prize winner's entries = \*18 entries + \*17 entries ;

$$3,338 - (*18 + *17) = 3,303 \div 8 = \underline{412.8*}$$

The Second Prize shortlisted winner is the 412\* serial number entry and subsequent serial numbers with the multiplication of 412. Example of the shortlisted winning serial numbers; 412\*, 824\*, 1236\*, 1648\*, 2060\*, 2472\*, 2884\* and 3296\*

Total of **8 winners** will be selected throughout the Contest Period.

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

### **Third Prize : 50 x Touch 'n Go eWallet Reload PIN worth RM100 each**

There are fifty [50] Touch 'n Go eWallet Reload PIN worth RM100 each to be won throughout the Contest period.

The Third Prize shortlisted winners will be determined based on the serialized number of Qualified entries received during the Contest Period, for example: 3,338 eligible entries/serial numbers received during the Contest Period and the subtraction of the Grand Prize , First Prize and Second Prize winner's Entry/Entries and divided by 50. Illustration of computation is as follows:

Assuming the Grand , First and Second Prize winner's entries = \*18 entries + \*17 entries + 32 entries ;

$$3,338 - (*18 + *17 + *32) = 3,271 \div 50 = \underline{65.4*}$$

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	<p>The Third Prize shortlisted winner is the 65* serial number entry and subsequent serial numbers with the multiplication of 65. Example of the shortlisted winning serial numbers; 65*, 130*, 195*, 260*, 325*, 390*, 455*, 520* and so forth.</p> <p>Total of <b>50 winners</b> will be selected throughout the Contest Period.</p> <p>The rounding formula will be performed where the decimal value arises, the number will be rounded down to the nearest single digit number.</p> <p><b>Winner Announcement</b> Winners will be notified via WhatsApp. The list of winners will also be announced on the Organizer’s social media <a href="https://www.facebook.com/spread.the.goodness.of.milk">https://www.facebook.com/spread.the.goodness.of.milk</a></p> <p>The Organiser shall reserve the right to request for evidence of the original Proof of Purchase (hardcopy) for verification and prize redemption. Failure to produce the hard copy of the Proof of Purchase upon request will result in disqualification and prize forfeiture.</p>
<p><b>Prizes</b></p>	<p><b>Grand Prize</b> 3 x Touch ‘n Go eWallet Reload PIN worth RM1,000 each</p> <p><b>First Prize</b> 5 winners x Touch ‘n Go eWallet Reload PIN worth RM800 each</p> <p><b>Second Prize</b> 8 x Touch ‘n Go eWallet Reload PIN worth RM300 each</p> <p><b>Third Prize</b> 50 x Touch ‘n Go eWallet Reload PIN worth RM100 each</p> <p><b>Weekly Prize</b> 20 x Touch ‘n Go eWallet Reload PIN worth RM50 each (x 6 weeks) ( Total of 120 weekly winners )</p>
<p><b>Prize Claim/Delivery Date</b></p>	<ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>3. For all Touch ‘n Go eWallet Reload PIN prizes, the Organiser’s appointed Agency will send the unique eWallet Reload PIN to the winners via the Contest Official WhatsApp Number <b>018-252 2240</b> to the mobile numbers of all the verified and successful winners within four (4) to six (6) weeks from the end of the Contest Period</li> <li>4. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice.</li> <li>5. The Prizes 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.</li> </ol>

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	<ol style="list-style-type: none"><li>6. 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.</li><li>7. Touch'n Go eWallet Reload PIN usage is subject to Touch'n Go Terms &amp; conditions; <a href="https://www.touchngo.com.my/assets/pdf/user-tnc.pdf">https://www.touchngo.com.my/assets/pdf/user-tnc.pdf</a></li><li>8. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.</li></ol>
<b>Additional Terms</b>	<ol style="list-style-type: none"><li>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 Contest Period, make Prize substitutions, cancel, terminate or suspend the Contest in whole or in part. In the event of any changes to the Terms and Conditions, Participants agree that their continued participation in the Contest will constitute their acceptance of the Terms and Conditions.</li><li>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 Contest, as well as the redemption and/or utilisation of any Prize won.</li><li>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.</li><li>4. By participating in this Contest, 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.</li><li>5. By submitting an entry to the Contest, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions.</li><li>6. For a more detailed description of our privacy practices, please refer to our Privacy Policy at <a href="https://www.dutchlady.com.my/privacy-policy/">https://www.dutchlady.com.my/privacy-policy/</a></li><li>7. You may access and request for correction of your personal data, to limit the processing of your personal data, or to contact us with any enquiries in respect of your personal data as follows:  Dutch Lady Careline Telephone No. : 1-800-81-3855 E-mail address: <a href="mailto:dutchladycareline@frieslandcampina.com">dutchladycareline@frieslandcampina.com</a></li></ol>