

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (Registration Number: 196301000165/5063-V)
Name of Promotion	Dutch Lady “Minum Sedap, Menang Mantap” Promotion
Promotion Period	The Promotion starts at 00:00:00 on 1 August 2025 and closes at 23:59:59 on 30 September 2025 .
Eligibility	<p>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 of 1 August 2025.</p> <p>The following groups of persons shall not be eligible to participate in the Promotion:</p> <ul style="list-style-type: none"> (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	<p>WhatsApp Entry</p> <ol style="list-style-type: none"> To participate in the Minum Sedap, Menang Mantap (“Promotion”), purchase a minimum of Ringgit Malaysia Ten [RM10] of any Dutch Lady® UHT Milk, Dutch Lady® Pasteurized Milk and/or Dutch Lady® Signature Cans product(s) (“Dutch Lady Products”) in a single original receipt (“Proof of Purchase”) issued within the Promotion Period from any outlets (in-store) or Dutch Lady official online stores from Shopee (https://shopee.com.my/dutchlady.os) and Lazada (https://www.lazada.com.my/shop/dutch-lady/) only. The Participating Dutch Lady Products are as follows: <ul style="list-style-type: none"> a) Dutch Lady® UHT Milk 125ml b) Dutch Lady® UHT Milk 180ml c) Dutch Lady® UHT Milk 200ml d) Dutch Lady® Juicy Milk 200ml e) Dutch Lady® Can 240ml f) Dutch Lady® RSS 300ml g) Dutch Lady® UHT Milk 1L h) Dutch Lady® Pasteurised Milk 1L Scan the QR code shown on the communication materials at participating outlets and send the following information via WhatsApp to 019-736 8606; <ul style="list-style-type: none"> a. Clear picture of the Proof of Purchase/Receipt b. Full Name c. MyKad/MyPR Number (example: Picture of Receipt, Upin Bin Along, 90xxxx-xx-5xx3) (" Entry "). 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 (“Qualified Entry”). For every RM10.00 purchased of participating product(s) in a single receipt, one (01) serial number will be allocated to the Entry. For example; <ul style="list-style-type: none"> a. the single receipt of RM 20.00 of Dutch Lady Products, two (02) serial numbers will be given. b. the single receipt of RM 30.00 of Dutch Lady Products, three (03) serial numbers will be given.

	<p>4. Additionally, each valid submission with proof of purchase that includes at least one (1) Dutch Lady® UHT Milk (200ml, 300ml) and/or Signature Can 240ml will receive one (1) extra serial number, regardless of quantity purchased. Only one extra serial number will be issued per submission, even if multiple eligible items are bought.</p> <p>5. There is no limit to the amount of entries with valid purchases during the Promotion Period.</p> <p>6. Each Proof of Purchase is eligible for one (1) submission only. The Organiser shall reserve the right to disqualify any submission with duplicated Proof of Purchase.</p> <p>7. Retain the Original Receipt or Proof of Purchase for verification purposes.</p> <p>8. 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.</p>
Entry Deadline	<p>All entries must be received by the Organiser on or before 23:59:59 on 30 September 2025. Any Entry received outside the Promotion Period shall be automatically disqualified.</p> <p>For the Monthly Prize submission, the Organiser shall receive the submission of Entries on or before 23:59:59 of the last date of each Promotion Month period as tabulated below:</p> <p><u>Promotion Month Schedule</u></p> <ul style="list-style-type: none"> ○ Month 1 : 1 August 2025 – 31 August 2025 ○ Month 2 : 1 September 2025 – 30 September 2025
Judging Details	<p>Verification of Entries</p> <ol style="list-style-type: none"> 1. Original Tax Invoice receipt indicating the Product(s) and Values, Receipt Number, Valid Purchase Date, and Outlet Name 2. Valid required Personal Details 3. No Duplication of Proof of Purchase 4. No alteration of receipt in any form; store name, items purchased, prices and transaction time 5. Handwritten Receipt, Purchase Order, and Delivery Note will not be accepted as proof of purchase. <p>Shortlisting of Winners</p> <p>Each participant is eligible to win a maximum of two (02) prizes only during the Promotion Period;</p> <ul style="list-style-type: none"> • One (1) x Grand Prize and one (1) x Monthly Prize, <i>or</i> • One (1) x First Prize and one (1) x Monthly Prize <p>The Organiser will contact all shortlisted Winners via WhatsApp from the Promotion number 019-736 8606 to the winner's WhatsApp number submitted during the Promotion entry</p>

submission to answer a simple Question. Shortlisted winners must reply and provide the correct answer within the stipulated time frame to be eligible to win the Prize.

Failure to answer the question correctly or within the stipulated time frame will result in forfeiture of the prize. The Organiser will not be held liable in the event that the Qualified shortlisted winners cannot be contacted for whatever reason.

Question: “Dutch Lady milk is packed with nutrients such as Protein, Calcium, Vitamin A and D3.” (True/False)

A. Grand Prize : 10 x iPhone 16 Pro 128GB worth RM 4,999 each

There are ten (10) iPhone 16 Pro 128GB worth RM 4,999 each to be won throughout the Promotion Period.

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 are **3338**, the Organiser will compute and select the shortlisted winners based on the following example:

$$3,338 \div 10 = \underline{333.8^*}$$

The Grand Prize shortlisted winner is the 333* serial number entry and subsequent serial number with the multiplication of 333*. Example of the shortlisted winner serial numbers; 333*, 666*, 999*, and so forth.

Total of **10 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.

B. First Prize: 20 x AirPods 4 worth RM 599 each

There are twenty (20) AirPods 4 worth RM 599 each to be won throughout the Promotion Period.

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 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”] and the subtraction of Grand Prize Winner’s Entry/ies. Assuming the Total Qualified Entries received throughout the Promotion Period is **3338**, the Organiser will compute and select the shortlisted winners based on the following example:

Assuming Grand Prize winner’s entries = 18* entries ;

$$3,338 - 18^* = 3,320 \div 20 = \underline{166}^*$$

The First Prize shortlisted winner is the 166* serial number entry and subsequent serial number with the multiplication of 166*. Example of the shortlisted winner serial numbers; 166*, 332*, 498*, and so forth.

Total of **20 WINNERS** will be selected throughout the Promotion Period.

The rounding formula will be performed if the winning number of entries arises the decimal value, the number will be rounded down to the nearest single digit number and the multiple serial numbers will be selected as the winners.

C. Monthly Prize : 200 x Touch 'n Go eWallet Reload PIN worth RM100 each

There are two hundred [200] x Touch 'n Go eWallet Reload PIN worth RM100 prizes to be won for each month for two [2] consecutive months. In total, there are four hundred [400] Monthly Prizes to be won throughout the Promotion period.

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

Each month the serial numbers allocated to each Qualified Monthly Entry will be tabulated and added up to derive the total number of Qualified Monthly Entries ["Total Qualified Monthly Entries"]. Assuming the Total Qualified Monthly Entries received for the month is **1080**, the Organiser will compute and select the shortlisted winners based on the following example:

$$1080 \div 200 = \underline{5.4}^*$$

The first Monthly Prize shortlisted winner is the 5* serial number entry and subsequent serial numbers with the multiplication of 5. Example of the shortlisted winning serial numbers ; 5* , 10* , 15* , 20* , 25* , 30* , 35* , 40* , 45* , and so forth.

Total of **200 winners** will be selected for **EACH** Promotion Month.

The rounding formula will be performed if the winning number of entries arises the decimal value, the number will be rounded down to the nearest single digit number and the multiple serial numbers will be selected as the winner.

Winner Announcement

The list of winners will also be announced by 15 October 2025 on the Organiser's social media page at <https://www.facebook.com/spread.the.goodness.of.milk/> and official website on <https://www.dutchlady.com.my/campaigns-promotions/>

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.

Prizes	<p>Grand Prize 10 x iPhone 16 Pro 128GB worth RM 4,999 each</p> <p>First Prize 20 x AirPods 4 worth RM 599 each</p> <p>Monthly Prize 200 x Touch 'n Go eWallet Reload PIN worth RM100 each (200 monthly winners x 2 months = 400 winners)</p>
Prize Claim/Delivery Date	<ol style="list-style-type: none"> 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 30 working days from the end of the Promotion Period; 30 September 2025. The Organiser reserves the rights 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. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice. 6. 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. 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 Touch 'n Go eWallet Reload PIN Prize worth RM100 will be processed to be sent to winners via WhatsApp from the Promotion Official WhatsApp number 019-736 8606 to the winner's phone number submitted during the Promotion Entry submission. Touch 'n Go eWallet Reload PIN usage is subject to TNG Digital Sdn Bhd Terms & Conditions; https://www.touchngo.com.my/assets/pdf/user-tnc.pdf
Additional Terms	<ol style="list-style-type: none"> 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.

	<p>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 utilisation of any Prize won.</p> <p>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.</p> <p>4. By participating in this Promotion, participants consent to give their personal information and the Organiser reserves the right to publish, and 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.</p> <p>5. By submitting an entry to the Promotion, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions.</p> <p>6. For a more detailed description of our privacy practices, please refer to our Privacy Policy at https://www.dutchlady.com.my/en/privacy-policy/</p> <p>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:</p> <p style="text-align: center;">Dutch Lady Careline Telephone No. : 1800 81 3855 E-mail address: dutchladycareline@frieslandcampina.com</p> <p>8. In the event of any inconsistency or conflict between the English version and the Bahasa Malaysia version of these Terms and Conditions, the English version shall prevail.</p>
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