

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
Promotion Name	Dutch Lady Exclusive Promotion for Village Grocer Anniversary
Promotion Period	The Promotion starts at 00:00:00 on 26 th June 2025 and closes at 23:59:59 on 31 st July 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 on 26th June 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"> Buy any Dutch Lady UHT product(s) ("Dutch Lady Participating Products") worth minimum of RM15 and above in a single receipt ("Proof of Purchase" or "Receipt") at any Village Grocer participating outlet (in-store and online official store Bites Shop only) ("Participating Outlet") within the Promotion Period. <p>The Participating Dutch Lady Products are as follows:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Dutch Lady® UHT Milk 200ml <input checked="" type="checkbox"/> Dutch Lady® UHT Milk 180ml <input checked="" type="checkbox"/> Dutch Lady® UHT Milk 125ml <input checked="" type="checkbox"/> Dutch Lady® UHT Milk 1L <input checked="" type="checkbox"/> Dutch Lady® Pasteurized Milk 1L <ol style="list-style-type: none"> Snap a clear picture of the receipt(s) and send the following information via WhatsApp to 012-6622186. <ul style="list-style-type: none"> a. Clear picture of the Proof of Purchase/Receipt b. Full Name c. MyKad/MyPR Number <p>(e.g., Picture of Receipt, Amirah Binti Ashraf, 871108-19-5677) ("Qualified Entry")</p> Each valid entry, completed with the required picture of receipt, fulfilled purchase requirement and personal information received

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	<p>and approved by the Organizer during the Promotion Period will be serialized at the back end for winners' selection purposes ("Qualified Entry"). For every RM15 worth purchase of the Participating Products in a single receipt, one (01) serial number will be allocated to the Entry. For example</p> <p>a) The single receipt of RM30.00 of Dutch Lady participating products, two (02) serial numbers will be allocated.</p> <p>b) The single receipt of RM45.00 of Dutch Lady participating products, three (03) serial numbers will be allocated.</p> <p>4. The serial number will not be given out as it is for internal usage of winner's selection.</p> <p>5. Multiple entry(ies) by the same participant with different Proof of Purchase during the Contest Period is allowed in accordance with this terms and conditions.</p> <p>6. Retain the Original Receipt or Proof of Purchase for verification purposes.</p> <p>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 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.</p>
Entry Deadline	<p>All entries must be received by the Organiser on or before 23:59:59 on 31st July 2025.</p> <p>For the weekly 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.</p> <p><u>Promotion Week Schedule</u></p> <ul style="list-style-type: none"> • WEEK 1: 26 June 2025 – 02 July 2025 • WEEK 2: 03 July 2025 – 09 July 2025 • WEEK 3: 10 July 2025 – 16 July 2025 • WEEK 4: 17 July 2025 – 23 July 2025 • WEEK 5: 24 July 2025 – 31 July 2025
Judging Details	Verification of Entries

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- Original Tax Invoice receipt indicating the Product(s) and Values, Receipt Number, Valid Purchase Date and Outlet Name
- Valid required Personal Details
- No Duplication of Proof of Purchase
- No alteration of receipt in any form; store name, items purchased, prices and transaction time
- Handwritten Receipt, Purchase Order and Delivery Note will **NOT** be accepted as proof of purchase.
- For online purchase, invoice number or order number with delivered status is accepted.
- Disqualified receipt/document as proof of purchase includes:
 - i. Credit Card Slips
 - ii. Handwritten Receipts
 - iii. Refund/Return of Purchase Slips
 - iv. Delivery Note
 - v. Receipts Not Printed from a Cash Register (POS system for physical purchase(s))

Winner Selection

Each participant is eligible to win a maximum of two **(02)** prizes during the Promotion Period.

- 1x Weekly Prize and 1 x Grand Prize, or
- 1 x Weekly Prize and 1 x First Prize, or
- 1 x Weekly Prize and 1 x Second Prize.

The Organiser will contact all shortlisted Winners via WhatsApp from the Promotion number **012-6622186** to the winner's WhatsApp number submitted during the Promotion entry submission to answer a simple Question.

Question: "Dutch Lady Milk Industries Berhad's purpose is to nourish Malaysians with quality dairy nutrition to help them move forward in life." (True/False)

Shortlisted winners must reply and provide the correct answer within **two (2) days** from the Contest 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 the shortlisted entries cannot be contacted for whatever reasons.

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**

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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.

Grand Prize: 1 x Village Grocer voucher worth RM1,000

There is One (1) x Village Grocer voucher worth RM1,000 to be won throughout the Promotion Period.

The winner will be determined based on the serialized number of qualified entries received during the Promotion Period, for example: if there are 2,800 eligible entries received during the Promotion Period, this number will be divided by allocated prize(s) [1]. The illustration of computation is as follows:

$$2,800 \div 2 = \underline{1400^*}$$

A total of One [1] participant with entry serial number 1400* as the Grand Prize winners.

Total of **1 winner** 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 multiply serial numbers will be selected as the winner.

First Prize: 1 x Village Grocer voucher worth RM500

There is One (1) x Village Grocer voucher worth RM500 to be won throughout the Promotion Period.

The winner will be determined based on the serialized number of qualified entries received during the Promotion Period, for example: if there are 2,800 eligible entries received during the Promotion Period, this number will be minus (Grand Prize winners' entries) and divided by allocated prize(s) [1]. Illustration of computation is as follows

Assuming Grand Prize winner's entries = 10* entries.

$$2,800 - (10) = 2790 \div 2 = \underline{1395^*}$$

A total of One [1] participant with entry serial number 1395* will be selected as the First Prize winner.

Total of **1 winner** 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 multiply serial numbers will be selected as the winner.

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Second Prize: 1 x Village Grocer voucher worth RM300

There is One (1) x Village Grocer voucher worth RM300 to be won throughout the Promotion Period.

The winner will be determined based on the serialized number of qualified entries received during the Promotion Period, for example: if there are 2,800 eligible entries received during the Promotion Period, this number will be minus (Grand Prize and First Prize winners' entries) and divided by allocated prize(s) [1]. Illustration of computation is as follows

Assuming Grand Prize winner's entries = 10* entries.

Assuming First Prize winner's entries = 15* entries

$$2,800 - (10 + 15) = 2775 \div 2 = \underline{\mathbf{1387.5 *}}$$

A total of One [1] participant with entry serial number 1387* will be selected as the Second Prize winner.

Total of **1 winner** 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 multiply serial numbers will be selected as the winner.

Weekly Prizes : 5 x Village Grocer voucher worth RM100 each

There are Five (5) x Village Grocer voucher worth RM100 each to be won for each Weekly Promotion Period.

The winners will be determined based on the serialized number of qualified entries received during the Promotion Weekly Period, for example: if there are 800 eligible entries/serial numbers received during the **Promotion Week Period**, this number will be divided by 5. The illustration of computation is as follows:

$$800 \div 5 = 160$$

A total of Five [5] participants with entry serial number with a multiple of **160** will be selected as the Weekly Prize Winners.

Example of the winning serial numbers: 160*, 320*, 480*, 640* and 800* as the Weekly Prize Winners.

Total of **5 winners** will be selected for **EACH** Promotion Week.

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	<p>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.</p> <p>Winner Announcement The list of winners will also be announced on the Organiser's social media page at Facebook / Instagram https://www.facebook.com/spread.the.goodness.of.milk https://www.instagram.com/dutchladymy/ and official website at https://www.dutchlady.com.my/campaigns-promotions/.</p> <p><i>The announcement of winners will be as per below schedule :</i></p> <ul style="list-style-type: none"> ❖ <u>Week 1: 07 July 2025</u> ❖ <u>Week 2 :14 July 2025</u> ❖ <u>Week 3 : 21 July 2025</u> ❖ <u>Week 4 : 28 July 2025</u> ❖ <u>Week 5 & Grand/First/Second Prize: 04 August 2025</u> <p>The Organiser shall reserve the right to request for 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.</p>
Prizes	<p>Grand Prize Village Grocer voucher worth RM1,000 x 1 Winner</p> <p>First Prize Village Grocer voucher worth RM500 x 1 Winner</p> <p>Second Prize Village Grocer voucher worth RM300 X 1 Winner</p> <p>Weekly Prizes Village Grocer voucher worth RM100 X 5 Winners each (Total of 25 Weekly Prize throughout promotion period)</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.

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	<ol style="list-style-type: none">3. All prizes will be processed for collection within 30 working days from the end of the Promotion Period; 31st July 2025. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser.4. Village Grocer Gift Voucher can be redeemed at any Village Grocer Stores Malaysia check-out counters, except Village Grocer Online Shopping, usage is subject to TFP Retail Sdn Bhd Terms & conditions. (Village Grocer Gift Voucher has a validity of 1 year from the date of issuance.)5. 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.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.
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.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.

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	<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, 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/campaigns-promotions/</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>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 this Terms and Conditions, the English version shall prevail.</p>
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