

## TERMS AND CONDITIONS

<b>Organiser</b>	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
<b>Promotion Name</b>	<b>Peraduan Jom Sahur Dutch Lady</b>
<b>Promotion Period</b>	The Promotion starts at 00:00:00 on <b>14 February 2026</b> and closes at 23:59:59 on <b>31 March 2026</b> .
<b>Eligibility</b>	<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 14 February 2026.</p> <p>The following groups of persons shall not be eligible to participate in the Promotion:</p> <ul style="list-style-type: none"> <li>(a) Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses).</li> <li>(b) Employees of the Organiser's agencies associated with the Promotion and their immediate families (spouse, children, parents, siblings, and their spouses).</li> </ul>
<b>Entry Method</b>	<p><b>WhatsApp Entry</b></p> <ol style="list-style-type: none"> <li>Buy a minimum of <b>Ringgit Malaysia Fifteen [RM15]</b> worth of any <b>Dutch Lady® UHT products</b> ("Dutch Lady Participating Products") in a single receipt ("Proof of Purchase" or "Receipt") at any Lotus's outlet nationwide (in-store or official online store) ("Participating Outlets") during the Promotion Period.</li> </ol> <p><b>The Participating Dutch Lady Products are as follows:</b></p> <ul style="list-style-type: none"> <li>a) Dutch Lady® UHT Milk 200ml</li> <li>b) Dutch Lady® UHT Milk 125ml</li> <li>c) Dutch Lady® UHT Milk 1L</li> </ul> <ol style="list-style-type: none"> <li>Scan the QR code shown on the communication materials at the participating outlet or send the following information via WhatsApp to <b>012-717 7322</b>: <ul style="list-style-type: none"> <li>▪ Clear picture of the Proof of Purchase/Receipt</li> <li>▪ Full Name</li> <li>▪ MyKad/MyPR Number (e.g., Picture of Receipt, Azuan Bin Abdullah, 87xxx-1x-5xxx) (<b>"Qualified Entry"</b>)</li> </ul> </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 during the Promotion Period will be serialized at the back end for winners' selection purposes (<b>"Qualified Entry"</b>). For every <b>RM 15.00</b> purchased of</li> </ol>

## TERMS AND CONDITIONS

	<p>participating product(s) in a single receipt, <b>ONE (01)</b> serial number will be allocated to the Entry but limited to maximum of <b>TEN (10)</b> serial numbers per one (1) receipt. For example;</p> <ul style="list-style-type: none"><li>a. A single receipt with more than <b>RM 30.00</b> of Dutch Lady Products, <b>TWO (02)</b> serial numbers will be given.</li><li>b. A single receipt with more than <b>RM 45.00</b> of Dutch Lady Products, <b>THREE (03)</b> serial numbers will be given.</li><li>c. A single receipt with more than <b>RM 320.00</b> of Dutch Lady Products, only <b>TEN (10)</b> serial numbers will be given.</li></ul> <ul style="list-style-type: none"><li>4. Throughout the Campaign Period, the Organiser allows a maximum of <b>TWENTY (20)</b> serial numbers allocation per participant, based on one (1) MyKad number, regardless of whether such entries are derived from a single receipt or multiple receipts.</li><li>5. The serial number will not be given out as it is for internal usage of winner's selection.</li><li>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.</li><li>7. 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.</li><li>8. Retain the Original Receipt or Proof of Purchase for verification purposes.</li><li>9. 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.</li></ul>
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## TERMS AND CONDITIONS

<b>Entry Deadline</b>	<p>All entries must be received by the Organiser on or before 23:59:59 on <b>31 March 2026</b>. Any Entry received outside the Promotion Period shall be automatically disqualified.</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><b><u>Promotion Week Schedule</u></b></p> <ul style="list-style-type: none"> <li>▪ <b>WEEK 1:</b> 14 February 2026 – 22 February 2026</li> <li>▪ <b>WEEK 2:</b> 23 February 2026 – 01 March 2026</li> <li>▪ <b>WEEK 3:</b> 02 March 2026 – 08 March 2026</li> <li>▪ <b>WEEK 4:</b> 09 March 2026 – 15 March 2026</li> <li>▪ <b>WEEK 5:</b> 16 March 2026 – 22 March 2026</li> <li>▪ <b>WEEK 6:</b> 23 March 2026 – 31 March 2026</li> </ul>
<b>Judging Details and Winners Selection</b>	<p><b>Verification of Entries</b></p> <ol style="list-style-type: none"> <li>a. Original Tax Invoice receipt indicating the Product(s) and Values, Receipt Number, Valid Purchase Date and Outlet Name</li> <li>b. Valid required Personal Details</li> <li>c. No Duplication of Proof of Purchase</li> <li>d. No alteration of receipt in any form; store name, items purchased, prices and transaction time</li> <li>e. E-commerce receipts are <b><u>NOT</u></b> accepted ((only receipts from Lotus's Official Online Store are accepted)</li> <li>f. Handwritten Receipt, Purchase Order and Delivery Note will <b><u>NOT</u></b> be accepted as proof of purchase.</li> <li>g. Disqualified receipt/document as proof of purchase includes:             <ol style="list-style-type: none"> <li>i. Credit Card Slips</li> <li>ii. Handwritten Receipts</li> <li>iii. Refund/Return of Purchase Slips</li> <li>iv. Delivery Note</li> <li>v. Receipts Not Printed from a Cash Register (POS system for physical purchase(s))</li> </ol> </li> </ol> <p><b>Winner Selection</b></p> <p>Each participant is eligible to win a maximum of <b>TWO (02)</b> prizes during the Promotion 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</li> </ul>

## TERMS AND CONDITIONS

The Organiser will contact all shortlisted Winners via WhatsApp from the Promotion number **012-717 7322** to the winner's WhatsApp number submitted during the Promotion entry submission to answer a simple Question.

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

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.

**Grand Prize: 3 x Le Creuset Sets, each with a Le Creuset Signature Marmite 28cm Chambray and a Le Creuset Traditional Round French Oven 22cm Chambray worth RM5,200 each set.**

There are three (3) x Le Creuset Sets, each with a Le Creuset Signature Marmite 28cm Chambray and a Le Creuset Traditional Round French Oven 22cm Chambray worth RM5,200 each set 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 4,000 eligible entries received during the Promotion Period, this number will be divided by the allocated prize(s) [3]. The illustration of computation is as follows:

$$4,000 \div 3 = \underline{1333.3^*}$$

The shortlisted winner is the 1333\* serial number entry and subsequent serial numbers with the multiplication of 1333. Examples of the shortlisted winning serial numbers include **1333\***, **2666\*** and **3999\*** will be selected as the Grand Prize Winners.

Total of **3 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 multiply serial numbers will be selected as the winner.

## TERMS AND CONDITIONS

### **First Prize: 5 x Lotus's Voucher worth RM1,000 each**

There are five (5) Lotus's Voucher worth RM,1000 each 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 4,000 eligible entries received during the Promotion Period, this number will be minus (Grand Prize winners' entries) and divided by allocated prizes [5]. The illustration of computation is as follows:

Assuming Grand Prize winner's entries = 20\* entries.

$$4,000 - 20* = 3,980 \div 5 = \underline{796*}$$

The shortlisted winner is the 796\* serial number entry and subsequent serial numbers with the multiplication of 796. Examples of the shortlisted winning serial numbers include **796\***, **1592\***, **2388\***, **3184\*** and **3980\*** will be selected as the First Prize Winners.

Total of **5 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 multiplied serial numbers will be selected as the winner.

### **Second Prize: 10 x Lotus's Voucher worth RM500 each**

There are ten (10) Lotus's Voucher worth RM500 each 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 4,000 eligible entries received during the Promotion Period, this number will be minus (Grand Prize and First Prize winners' entries) and divided by allocated prizes [10]. The illustration of computation is as follows:

Assuming Grand and First Prize winner's entries = 115\* entries.

$$4,000 - 115* = 3,885 \div 10 = \underline{388.5*}$$

The shortlisted winner is the 388\* serial number entry and subsequent serial numbers with the multiplication of 388. Examples of the shortlisted winning serial numbers include **388\***, **776\***, **1164\***, **1552\***, **1940\***, **2328\***, **2716\***, **3104\***, **3492\*** and **3880\*** will be selected as the Second Prize Winners.

Total of **10 winners** will be selected throughout the **Promotion Period**.

## TERMS AND CONDITIONS

	<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 multiplied serial numbers will be selected as the winner.</p> <p><b>Weekly Prizes: 20 x Lotus's Voucher worth RM100 each</b></p> <p>There are twenty (20) Lotus's Vouchers worth RM100 each to be won for each Weekly Promotion Period for six (6) consecutive week periods. In total, there are one hundred twenty (120) Weekly Prizes to be won throughout the Promotion Period.</p> <p>The winners will be determined based on the serialized number of qualified entries received during the Promotion Weekly Period, for example: if there are 500 eligible entries/serial numbers received during the <b>Promotion Week Period</b>, this number will be divided by 20. The illustration of computation is as follows:</p> $500 \div 20 = \underline{25^*}$ <p>The shortlisted winner is the 25* serial number entry and subsequent serial numbers with the multiplication of 25. Examples of the shortlisted winning serial numbers include <b>25*, 50*, 75*, 100*, 125*, 150*, 175*, 200*, 250*</b> and so forth will be selected as the Weekly Prize winners.</p> <p>Total of <b>20 winners</b> will be selected for <b>EACH</b> Promotion Week.</p> <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 multiple serial numbers will be selected as the winner.</p> <p><b>Winner Announcement</b></p> <p>The list of winners will also be announced on the Organiser's social media page at Facebook / Instagram <a href="https://www.facebook.com/spread.the.goodness.of.milk">https://www.facebook.com/spread.the.goodness.of.milk</a> <a href="https://www.instagram.com/dutchladymy/">https://www.instagram.com/dutchladymy/</a> and official website at <a href="https://www.dutchlady.com.my/campaigns-promotions/">https://www.dutchlady.com.my/campaigns-promotions/</a>.</p> <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>
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## TERMS AND CONDITIONS

<p><b>Prizes</b></p>	<p><b>Grand Prize</b> Le Creuset Sets worth RM5,200 each set x 3 winners (each with a Le Creuset Signature Marmite 28cm Chambray and a Le Creuset Traditional Round French Oven 22cm Chambray)</p> <p><b>First Prize</b> Lotus's Voucher worth RM1,000 each x 5 winners</p> <p><b>Second Prize</b> Lotus's Voucher worth RM500 each x 10 winners</p> <p><b>Weekly Prize</b> Lotus's Voucher worth RM100 each x 20 winners per week x 6 weeks <b>(Total of 120 Weekly Prizes throughout the Promotion period)</b></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. All prizes will be processed for collection <b>within 30 working days</b> from the end of the Promotion Period, <b>31 March 2026</b>. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser.</li> <li>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.</li> <li>5. 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 <b>three [3] months</b> from the date of the letter or announcement or notice of the claim of the prize whichever is earlier.</li> <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. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.</li> </ol>

## TERMS AND CONDITIONS

	<ol style="list-style-type: none"><li>8. Lotus's Voucher prizes can be redeemed at any Lotus's Stores Malaysia check-out counters, except Lotus's Online Shopping, usage is subject to Lotus's Stores (M) Sdn Bhd Terms &amp; conditions;<a href="https://corp.lotuss.com.my/voucher/terms-and-conditions">https://corp.lotuss.com.my/voucher/terms-and-conditions</a></li><li>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.</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 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.</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 Promotion, as well as the redemption and/or utilization 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 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.</li><li>5. By submitting an entry to the Promotion, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions.</li></ol>



## TERMS AND CONDITIONS

	<p>6. For a more detailed description of our privacy practices, please refer to our Privacy Policy at <a href="https://www.dutchlady.com.my/campaigns-promotions/">https://www.dutchlady.com.my/campaigns-promotions/</a></p> <p>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:</p> <p>Dutch Lady Careline Telephone No. : 1800-81-3855 E-mail address: <a href="mailto:dutchladycareline@frieslandcampina.com">dutchladycareline@frieslandcampina.com</a></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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