

## TERMS AND CONDITIONS

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| <b>Organiser</b>        | Dutch Lady Milk Industries Berhad (196301000165/5063-V)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Promotion Name</b>   | <b>Dutch Lady x Marvel Spider-Man</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Promotion Period</b> | The Promotion starts at 00:00:00 on <b>1 July 2026</b> and closes at 23:59:59 on <b>31 July 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 1 July 2026.</p> <p>The following groups of persons shall not be eligible to participate in the Promotion :</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 Promotion and their immediate families (spouse, children, parents, siblings, and their spouses).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Entry Method</b>     | <p><b>WhatsApp Entry</b></p> <p>1. Buy a minimum of <b>Ringgit Malaysia Fifteen [RM15]</b> worth of any <b>Dutch Lady® Marvel Spider-Man and/or Frozen Princess UHT Milk 125ml</b> (“Dutch Lady Participating Products”) in a single receipt (“Proof of Purchase” or “Receipt”) at any outlets (<b>in-store only</b>) nationwide (<b>NOT</b> including online purchases) within the Promotion Period.</p> <p style="text-align: center;"><b>The Participating Dutch Lady Product is as follows:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Dutch Lady® Marvel Full Cream Pack (125ml)</li> <li><input checked="" type="checkbox"/> Dutch Lady® Marvel Chocolate Flavoured Milk Pack (125ml)</li> <li><input checked="" type="checkbox"/> Dutch Lady® Marvel Strawberry Flavoured Milk Pack (125ml)</li> <li><input checked="" type="checkbox"/> Dutch Lady® Frozen Full Cream Pack (125ml)</li> <li><input checked="" type="checkbox"/> Dutch Lady® Frozen Chocolate Flavoured Milk Pack (125ml)</li> <li><input checked="" type="checkbox"/> Dutch Lady® Frozen Strawberry Flavoured Milk Pack (125ml)</li> </ul> <p>2. Snap a clear picture of the receipt(s) and send the following information via WhatsApp to <b>012-825 5890</b>.</p> <ul style="list-style-type: none"> <li>a. Clear picture of the Proof of Purchase/Receipt</li> <li>b. Full Name</li> <li>c. MyKad/MyPR Number<br/>(e.g., Picture of Receipt, Amirah Binti Ashraf, 9XXXXX-1X-5XXX)<br/><b>(“Qualified Entry”)</b></li> </ul> |

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|  | <p>3. <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 participating product(s) in a single receipt, <b>ONE (01)</b> serial number will be allocated to the Entry. For example;</p> <p>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.</p> <p>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.</p> <p>4. The serial number will not be given out as it is for internal usage of winner's selection.</p> <p>5. 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>6. 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.</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 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> |
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| <b>Entry Deadline</b>  | <p>All entries must be received by the Organiser on or before 23:59:59 on <b>31 July 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> 01 July 2026 – 10 July 2026</li><li>➤ <b>WEEK 2:</b> 11 July 2026 – 17 July 2026</li><li>➤ <b>WEEK 3:</b> 18 July 2026 – 24 July 2026</li><li>➤ <b>WEEK 4:</b> 25 July 2026 – 31 July 2026</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Judging Details</b> | <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. No Duplication of Proof of Purchase</li><li>4. No alteration of receipt in any form; store name, items purchased, prices, and transaction time</li><li>5. E-commerce Receipt, Handwritten Receipt, Purchase Order, and Delivery Note will <b>NOT</b> be accepted as proof of purchase.</li><li>6. Disqualified receipt/document as proof of purchase includes:<ol style="list-style-type: none"><li>i. Credit Card Slips</li><li>ii. E-commerce Receipts</li><li>iii. Handwritten Receipts</li><li>iv. Refund/Return of Purchase Slips</li><li>v. Delivery Note</li><li>vi. 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>• <b>1x Weekly Prize and 1 x Grand Prize</b></li></ul> <p>The Organiser will contact all shortlisted Winners via WhatsApp from the Promotion number <b>012-825 5890</b> to the winner's WhatsApp number submitted during the Promotion entry submission to answer a simple Question.</p> <p><b>Question: "Dutch Lady® UHT new milk products feature Spider-Man on packaging." (True/False)</b></p> |

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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 : 4x GSC Exclusive Movie Tickets x 200 Winners**

Two hundred (200) winners will be eligible to win GSC Movie Tickets throughout the Promotion Period. Each winner will win 4 tickets.

The winner will be determined based on the serialized number of qualified entries received during the Promotion Period, for example: if there are 8,888 eligible entries received during the Promotion Period, this number will be divided by 200. The illustration of computation is as follows:

$$8,888 \div 200 = \underline{44.44^*}$$

The Grand Prize shortlisted winner is the entry with serial number **44\***.

A total of two hundred [200] participants with entry serial number with a multiple of **44\*** will be selected as the Grand Prize Winners.

Example of the winning serial numbers: 44\*, 88\*, 132\*, 176\*, 220\*, and so on as the Grand Prize Winners.

Total of **200 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.

**Weekly Prizes: Touch 'n Go eWallet Reload PIN worth RM50 each x 50 Winners per week**

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There are fifty (50) x Touch 'n Go eWallet Reload PIN worth RM50 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 1,000 eligible entries/serial numbers received during the **Promotion Week Period**, this number will be divided by 50. The illustration of computation is as follows:

$$1,000 \div 50 = \underline{20^*}$$

A total of fifty [50] participants with entry serial number with a multiple of **20\*** will be selected as the Weekly Prize Winners.

Example of the winning serial numbers: 20\*, 40\*, 60\*, 80\*, 100\*, and so on as the Weekly Prize Winners.

Total of **50 winners** will be selected for **EACH** Promotion Week.

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.

### **Winner Announcement**

The list of winners will also be announced on the Organiser's social media page on 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/>

### **The announcement of winners will be as per the schedule below:**

- **Week 1** : 17 July 2026
- **Week 2** : 24 July 2026
- **Week 3** : 31 July 2026
- **Week 4 & Grand Prize** : 07 August 2026

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.

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| <p><b>Prizes</b></p>                    | <p><b>Grand Prize</b><br/>4x GSC Exclusive Movie Tickets x 200 Winners<br/><b>(Each winner wins 4 tickets)</b></p> <p><b>Weekly Prize</b><br/>Touch ‘n Go eWallet Reload PIN worth RM50 each x 50 Winners<br/><b>(Total of 200 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 July 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> <li>8. Failure to provide the required details within the stipulated time frame for prize fulfilment will result in forfeiture of the prize. The Organiser will not be held liable in the event the winners cannot be contacted for whatever reasons.</li> <li>9. Redemption Rules of <b>Golden Screen Cinemas (GSC) Exclusive Movie Tickets:</b></li> </ol> |

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|                                | <ul style="list-style-type: none"> <li>• <b>Ticket Type:</b> Restricted to normal <b>2D</b> and/or <b>Dolby Atmos</b> adult tickets.</li> <li>• <b>Platform:</b> GSC Promo codes are only valid for online purchases via the GSC Mobile App and GSC Website.</li> <li>• <b>Exclusions:</b> GSC Promo codes are only valid for the upcoming <i>Marvel movie – <b>Spider-Man: Brand New Day</b></i>.</li> <li>• <b>No Cash Value:</b> GSC Promo codes are non-transferable, cannot be exchanged for cash, and cannot be used in conjunction with other ongoing discounts or reward vouchers.</li> <li>• <b>No Resale:</b> Strictly no reselling of GSC promo codes to the public without prior approval from GSC, the movie distributor, and relevant local authorities.</li> <li>• <b>Transaction Limits:</b> GSC Promo codes are typically limited to single or defined redemptions per user/transaction and do not cover booking fees.</li> <li>• <b>Validity:</b> No extension of validity unless pre-approved by GSC. Valid for redemption within <b>3 months</b> from the confirmation date.</li> <li>• <b>Restrictions:</b> GSC promo codes cannot be combined with other promotions, vouchers, privilege cards, or Film Festival titles. Not valid for Re-run, Event, Special, Valentine, Concert, Early Screening, Fans, Live, or Marathon screenings</li> <li>• <b>Terms &amp; Conditions:</b> For full eligibility details, please refer to <a href="#">GSC Terms and Conditions</a>.</li> </ul> <p>10. All <b>Touch ‘n Go eWallet Reload PIN Prizes worth RM50</b> will be processed to be sent to winners via WhatsApp from the Promotion Official WhatsApp number <b>012-825 5890</b> to the winner’s phone number submitted during the Promotion Entry submission. Usage of the Touch’n Go Reload PIN is subject to Touch’n Go Malaysia’s Terms &amp; Conditions, including expiry and non-refundable provisions as outlined in the User Terms.</p> <p><b>User Terms:</b></p> <p><a href="https://www.touchngo.com.my/assets/pdf/user-tnc.pdf">https://www.touchngo.com.my/assets/pdf/user-tnc.pdf</a></p> <p><b>Full Policy Reference:</b></p> <p><a href="https://www.touchngo.com.my/policies/terms-conditions">https://www.touchngo.com.my/policies/terms-conditions</a></p> |
| <p><b>Additional Terms</b></p> | <p>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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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|  | <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 utilization 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, 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 <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<br/>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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