

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
Promotion Name	Share the Goodness, Win with Dutch Lady®
Promotion Period	The Promotion starts at 00:00:00 on 1 st September 2026 and closes at 23:59:59 on 31 st October 2026.
Eligibility	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 st September 2026 ("Participant").
Entry Method	WhatsApp Entry 1. Purchase minimum of RM30.00 ("Minimum Value") and above worth of any Dutch Lady® UHT Milk product(s) ("Participating Products") in a single receipt ("Proof of Purchase"). The purchase must be made during the Promotion Period from any of the following Dutch Lady® official online stores ("Participating Outlets"): i. Dutch Lady® Official Shop Shopee (https://shopee.com.my/dutchlady.os) , or ii. Dutch Lady® Official Store Lazada (https://www.lazada.com.my/tag/dutchlady-official-store/) , or iii. Dutch Lady® Official TikTok Shop (https://www.tiktok.com/@dutchladymy) Receipt ("Proof of Purchase"). i. The receipt can come in the form of screenshot of invoice or order details from Dutch Lady® official Online stores with payment date/time or delivered status clearly visible. The receipts must also bear the date of purchase, Products purchased, purchase amount, invoice/order ID number, delivery address and name and/or logo of Store ["Receipt Details"]. ii. For online purchases with promotion codes and/or rebates and/or discount vouchers and/or shipping vouchers and/or any other discounts, the final paid amount of the Products must meet or exceed the Minimum Purchase Requirement. iii. Take one [1] clear and legible photo/image in jpg or jpeg or png format ["Image"] of the Proof of Purchase with the Receipt Details. One [1] Image must contain a picture of one [1] Receipt only. 2. The Participating Products are as follows: • Dutch Lady® UHT Milk 1L • Dutch Lady® UHT Milk 200ml • Dutch Lady® UHT Milk 300ml • Dutch Lady® Kids Omega 125ml • Dutch Lady® Kids Omega 180ml • Dutch Lady® Signature Milk Tea 250ml • Dutch Lady® Signature Matcha 250ml • Dutch Lady® UHT Milk 125ml

	3. Submit the following information by scanning the QR code shown on the communication materials at the Online Store or via WhatsApp to 013-6928219 ; a) Clear picture of the Proof of Purchase b) Full Name c) MyKad/MyPR Number (e.g., (Picture of Proof of Purchase), Daniel Bin Ashraf, 771108-10-xxxx) ("Entry"). 4. Each valid entry, completed with the required picture of Proof of Purchase, 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 ("Qualified Entry"). For every RM30.00 purchased of participating product(s) in a single Proof of Purchase ,ONE (01) serial number will be allocated to the Entry but limited to maximum of TEN (10) serial numbers per one (1) receipt. For example; a. the single Proof of Purchase of RM60.00 of Participating Products, two (2) serial numbers will be given. b. the single Proof of Purchase of RM560.00 of Participating Products, ten (10) serial numbers will be given. 5. Participants may submit as many entries as they wish but each unique Proof of Purchase along with complete required personal details is ONLY eligible for One [1] entry submission. 6. Each Entry received will be verified and approved by the Organiser to be a Qualified Entry throughout the Promotion Period [each a "Qualified Entry" and collectively the "Qualified Entries"]. 7. The Organiser shall reserve the right to disqualify any entries with unclear Proof of Purchase , incomplete Entry, illegible, duplicated Proof of Purchase and/or containing more than one [1] Proof of Purchase will be disqualified without further notification to the Participants. 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 official digital Proof of Purchase generated by the participating e-commerce platform and the identification documents for verification purposes 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.
Entry Deadline	All Entries must be received by the Organiser on or before 23:59:59 on 31st October 2026. Any Entry received outside the Promotion Period shall be automatically disqualified. For Weekly Prize Entry submissions, the Organiser shall receive the Entries on or before 23:59:59 of the last date of each Promotion Week period as tabulated below:

	<u>Promotion Week Schedule</u> ❑ Week 1 : 1 September 2026 – 7 September 2026 ❑ Week 2 : 8 September 2026 – 14 September 2026 ❑ Week 3 : 15 September 2026 – 21 September 2026 ❑ Week 4 : 22 September 2026 – 28 September 2026 ❑ Week 5 : 29 September 2026 – 5 October 2026 ❑ Week 6 : 6 October 2026 – 12 October 2026 ❑ Week 7 : 13 October 2026 – 19 October 2026 ❑ Week 8 : 20 October 2026 – 31 October 2026
Prizes	<u>Prizes</u> A total of Forty-Five [45] Prizes to be won throughout the Promotion Period. Grand Prize 5 x RIMOWA Hybrid Cabin Bag worth RM5,100.00 each. (Total of 5 Grand Prizes throughout the Promotion period) Weekly Prize 5 x Touch'nGo Reload PIN worth RM100 each (x 5 winners per week x 8 weeks) (Total of 40 Weekly Prizes throughout the Promotion period)
Judging Details	<u>Verification of Entries</u> a. Clear picture of the Proof of Purchase indicating the Participating Product(s) and Values, Invoice/Order Number, Valid Purchase Date, delivery address and Valid Payment Date/Time. b. All required Personal Details. c. Validity of purchase date and fulfilled purchase requirement. d. No Duplication of Proof of Purchase e. No alteration of Proof of Purchase in any form; store name, items purchased, prices and transaction time f. Handwritten Tax Invoice Receipt, Purchase Order and Delivery Note will not be accepted as proof of purchase. Each participant is eligible to win a maximum of TWO (02) prizes during the Promotion Period. • 1 x Grand Prize and 1 x Weekly Prize <u>Shortlisted Winner Selection Method</u> Grand Prize: 5 Winners x RIMOWA Hybrid Cabin Bag worth RM5,100.00 each. 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 is 800, the Organiser will compute and select the shortlisted winners based on the following example:

	$800 \div 5 = \underline{160^*}$ The Grand Prize shortlisted winner is the 160th* serial number entry and subsequent serial numbers with the multiplication of 160. Example of the shortlisted winning serial numbers; 160*,320*,480*,640* and 800* serial numbers. Total of 5 Grand Prize 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. Weekly Prize: 5 Winners x Touch'nGo Reload PIN worth RM100 each As part of the Weekly Prize shortlisting winner selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout each Weekly Promotion Period [each a "Qualified Weekly Entry" and collectively the "Qualified Weekly Entries"]. A set of serial numbers will be allocated for the Qualified Weekly Entries starting from serial number "1". The serial numbers allocated to each Qualified Weekly Entry will be tabulated and added up to derive the total number of Qualified Weekly Entries ["Total Qualified Weekly Entries"]. Assuming the Total Qualified Weekly Entries received throughout the Weekly Promotion Period is 60, the Organiser will compute and select the shortlisted winners based on the following example: $60 \div 5 = \underline{12^*}$ The Weekly Prize shortlisted winner is the 12th* serial number entry and subsequent serial numbers with the multiplication of 12. Example of the shortlisted winning serial numbers; 12* ,24* ,36* , 48* and 60* serial numbers. Total of 5 Weekly Prize winners will be selected throughout EACH Weekly 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. <u>Shortlisted Winners</u> Shortlisted winners selected based on the selection method described above will be informed or contacted via WhatsApp from the Promotion Official WhatsApp number 013-6928219 at the mobile number from which the Organiser received from the Qualified Entries. Each shortlisted winner will be required to answer a simple Promotion contest question. Shortlisted winners must reply and provide the correct answer via WhatsApp to the Promotion Official WhatsApp number 013-6928219 within the stipulated time frame to be eligible to win the prize, failing which the shortlisted winner will be disqualified and the next shortlisted winner, determined based on the serial number immediately preceding the disqualified Entry, shall be selected as replacement. The Organiser will not be held liable in the event the shortlisted winners cannot be contacted for whatever reasons.
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	Promotion Contest Question: “The closing date for Share the Goodness, Win with Dutch Lady® submission is on 31st October 2026.” (True/False?). A verification period of twenty-one (21) working days will be implemented for the Organiser to verify the legitimacy of the shortlisted winners’ purchases before announcing the final winners. Winner Announcement The list of winners will also be announced on the Organiser’s social media, https://www.facebook.com/spread.the.goodness.of.milk/. The winners’ announcement is scheduled for 10th December 2026. All selected shortlisted winners will be informed via WhatsApp to the contact number which the Organiser received in the Qualified Entries. The Organiser shall reserve the right to request for evidence of the original official digital Proof of Purchase generated by the participating e-commerce platform for verification purposes and prize redemption. Failure to produce copy of the Proof of Purchase upon request will result in disqualification and prize forfeiture.
Prize Claim/Delivery Date	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 45 working days from the end of the Promotion Period, 31 October 2026. 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. Winners must comply with the terms and conditions of the party(ies) arranging and/or providing the prizes. 6. All Touch ‘n Go e-Wallet Reload PIN Prizes will be processed to be sent to winners via WhatsApp from the Promotion Official WhatsApp number 013-6928219 to the winner’s phone number submitted during the Promotion Entry submission. Touch ‘n Go e-Wallet Reload PIN usage is subject to TNG Digital Sdn Bhd’s Terms & Conditions; https://www.touchngo.com.my/assets/pdf/user-tnc.pdf 7. 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. 8. 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. 9. The Organiser reserves the right to determine how uncollected Prizes will be dealt with. 10. 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.
Additional Terms	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. 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. 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. 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. 5. By submitting an entry to the Contest, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions. 6. For a more detailed description of our privacy practices, please refer to our Privacy Policy at https://www.dutchlady.com.my/privacy-policy/ . 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. : 1800-81-3855 E-mail address: dutchladycareline@frieslandcampina.com