

### TERMS AND CONDITIONS

<b>Organiser</b>	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
<b>Name of Promotion</b>	Exciting Shop & Win
<b>Promotion Period</b>	The Promotion starts at 00:00:00 on 14 June 2024 and closes at 23:59:59 on 28 July 2024.
<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 June 2024.</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> <ol style="list-style-type: none"> <li>To participate in the Exciting Shop &amp; Win (“Promotion”), purchase a minimum of <b>Ringgit Malaysia Thirty [RM30]</b> of any participating Dutch Lady GUM product(s) (“Dutch Lady Products”) in a single original receipt (“Proof of Purchase”) during the Promotion Period at any participating outlet (in-store only) as listed below in clause number 2 (“Participating Outlet”). The Participating Dutch Lady Products are as follows: <ul style="list-style-type: none"> <li>a) DUTCH LADY® GUM 123 PLAIN (300G, 550G , 850G/900G)</li> <li>b) DUTCH LADY® GUM 456 PLAIN (550G , 850G/900G)</li> <li>c) DUTCH LADY® GUM 6+ PLAIN (850G/900G)</li> <li>d) DUTCH LADY® GUM 123 HONEY (550G , 850G/900G )</li> <li>e) DUTCH LADY® GUM 456 HONEY (550G , 850G/900G)</li> <li>f) DUTCH LADY® GUM 123 CHOCOLATE (850G/900G)</li> <li>g) DUTCH LADY® GUM 456 CHOCOLATE (850G/900G)</li> <li>h) DUTCH LADY® GUM 6+ CHOCOLATE (850G/900G)</li> <li>i) DUTCH LADY® MAXGRO (600G, 2X600G, 15X27G)</li> </ul> </li> <li>For a complete list of all the participating outlets (“Participating Outlet”) please visit :  <a href="https://www.smartmoments.com.my/wp-content/uploads/2024/05/DL-SyoknyaBeliMenang-Promosi-WM_Participating-List.pdf">https://www.smartmoments.com.my/wp-content/uploads/2024/05/DL-SyoknyaBeliMenang-Promosi-WM_Participating-List.pdf</a> </li> <li>Snap a clear picture of the receipt(s) and send the following information via WhatsApp to <b>018-228 8504</b>; <ol 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 (e.g. ; <u>Picture of Receipt , Sabrina Binti Ahmed, 90xxx-1x-5xxx</u>)</li> </ol> </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 (“<b>Qualified Entry</b>”). For every <b>RM30.00</b> purchased of participating</li> </ol>

	<p>product(s) in a single receipt, one (01) serial number will be allocated to the Entry. For example ;</p> <ol style="list-style-type: none"> <li>a. the single receipt of RM 70.00 of Dutch Lady Products , two (02) serial numbers will be given.</li> <li>b. the single receipt of RM 100.00 of Dutch Lady Products, three (03) serial numbers will be given.</li> </ol> <ol style="list-style-type: none"> <li>5. There is no limit to the amount of entries with valid purchases during the Promotion Period.</li> <li>6. Each Proof of Purchase is only eligible to one (1) submission only. The Organiser shall reserve the right to disqualify any submission with duplicated Proof of Purchase.</li> <li>7. Retain the Original Receipt or Proof of Purchase for verification purposes.</li> <li>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.</li> </ol>
<p><b>Entry Deadline</b></p>	<p>All entries must be received by the Organiser on or before 23:59:59 on 28 July 2024.</p> <p>For the weekly submission, 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><input type="checkbox"/> <b>Week 1</b> : 14 June 2024 – 23 June 2024</li> <li><input type="checkbox"/> <b>Week 2</b> : 24 June 2024 – 30 June 2024</li> <li><input type="checkbox"/> <b>Week 3</b> : 01 July 2024 – 07 July 2024</li> <li><input type="checkbox"/> <b>Week 4</b> : 08 July 2024 – 14 July 2024</li> <li><input type="checkbox"/> <b>Week 5</b> : 15 July 2024 – 21 July 2024</li> <li><input type="checkbox"/> <b>Week 6</b> : 22 July 2024 – 28 July 2024</li> </ul>
<p><b>Judging Details</b></p>	<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 (only Proof of Purchase from participating outlets will be verified).</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. Handwritten Receipt, Purchase Order and Delivery Note will not be accepted as proof of purchase.</li> </ol>

**Shortlisting of Winners**

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

- 1 x 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 **018-228 8504** to the winner's WhatsApp number submitted during the Promotion entry 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 the Qualified shortlisted winners cannot be contacted for whatever reasons.

Question: **“Dutch Lady Milk Industries Berhad purpose is to nourishing Malaysians with quality dairy nutrition to help them move forward in life.” (True/False)**

**Weekly Prize : 15 x RM100 Cash Prize**

There are fifteen (15) RM100 Cash Prizes to be won for each week for six [6] consecutive weeks. In total, there are ninety [90] Weekly Prizes to be won throughout the Promotion Period.

The shortlisted weekly winners will be determined based on the serialized number of Qualified entries received during the Promotion Weekly Period, for example: if there are 855 eligible entries/serial numbers received during the Promotion Week, this number will be divided by 15. Illustration of computation is as follows:

$$855 \div 15 = 57^*$$

The Weekly Prize shortlisted winner is the 57th serial number entry and subsequent serial numbers with the multiplication of 57. Example of the shortlisted winning serial number; 57\*, 114\*, 171\*, 228\*, 285\*, 342\* and so forth.

Total of **15 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 the multiple serial numbers will be selected as the winner.

**Grand Prize : 3 x RM2,000 Cash Prize**

There are three (3) RM2,000 Cash Prizes to be won throughout the Promotion Period.

The shortlisted winners will be determined based on the serialized number of Qualified entries received during the Promotion Period, for example: 6,021 eligible entries/serial numbers received during the Promotion Period, this number will be divided by 3. Illustration of computation is as follows:

$$6,021 \div 3 = \mathbf{2,007^*}$$

The Grand Prize shortlisted winner is the 2,007<sup>th</sup> \* serial number entry and subsequent serial numbers with the multiplication of 2007. Example of the shortlisted winning serial number; 2007\*, 4014\* and 6021\*.

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 multiple serial numbers will be selected as the winner.

**First Prize : 5 x RM500 Cash Prize**

There are five (5) RM500 Cash Prizes to be won throughout the Promotion Period.

The shortlisted winners will be determined based on the serialized number of Qualified entries received during the Promotion Period, for example: 6,021 eligible entries/serial numbers received during the Promotion Period and the subtraction of Grand Prize winner's Entry/Entries and divided by 5. Illustration of computation is as follows:

Assuming Grand Prize winner's entries = 49\* entries ;

$$6,021 - 49^* = 5,972 \div 5 = \mathbf{1194.4^*}$$

The First Prize shortlisted winners is the 1194<sup>th</sup>\* serial number entry and subsequent serial number with the multiplication of 1194. Example of the shortlisted winning serial number; 1194\*, 2388\*, 3582\*, 4776\* and 5970\*.

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 multiple serial numbers will be selected as the winner.

**Second Prize : 8 x RM300 Cash Prize**

There are eight (8) RM300 Cash Prizes to be won throughout the Promotion Period.

The shortlisted winners will be determined based on the serialized number of Qualified entries received during the Promotion Period, for example: 6,021 eligible entries/serial numbers received during the Promotion Period and the subtraction of Grand Prize and First Prize winner's Entry/Entries and divided by 8. Illustration of computation is as follows:

	<p>Assuming Grand and First Prize winner's entries = 380* entries</p> <p><math>6,021 - 380* = 5,641 \div 8 = \underline{705.1*}</math></p> <p>The Second Prize shortlisted winners is the 705<sup>th</sup>* serial number entry and subsequent serial number with the multiplication of 705. Example of the shortlisted winning serial number; 705*,1410*, 2115*, 2820*, 3525*, 4230*, 4935*and 5640*.</p> <p>Total of <b>8 winners</b> will be selected throughout the Promotion Period.</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 the 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 <a href="https://www.facebook.com/DutchLadyKidsNutrition">https://www.facebook.com/DutchLadyKidsNutrition</a></p> <p>All selected winners will be informed via WhatsApp from the Promotion WhatsApp number <b>018-228 8504</b> to the contact number which the Organiser received in the Qualified Entries to request for winner's Bank account details ( only Malaysia Bank ) as part of the Prize fulfilment process;</p> <ol style="list-style-type: none"> <li>i. Name of the bank where the Winner has an active bank account maintained ("Active Bank Account");</li> <li>ii. Account number of the Active Bank Account; and</li> <li>iii. Full name of the Winner as per record of the Active Bank Account ( Joint bank account is not permissible )</li> </ol> <p>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.</p> <p>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.</p>
<p><b>Prizes</b></p>	<p><b>Grand Prize</b> 3 x RM2,000 Cash Prize each</p> <p><b>First Prize</b> 5 x RM500 Cash Prize each</p> <p><b>Second Prize</b> 8 x RM300 Cash Prize each</p> <p><b>Weekly Prize ( 6 x Weeks)</b> 15 Winners per week x RM100 Cash Prize each ( Total of 90 Weekly winners )</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 within 30 working days from the end of the Promotion Period; 28<sup>th</sup> July 2024. 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. The Cash Prizes will be credited to winner's bank account number provided by the winners to the Organiser by online transfer. All Winners MUST provide their own personal active Malaysia bank account number when requested. The Organiser reserves the rights to forfeit the cash prize if the bank account details provided is NOT in the Winners' name and/or the Winner failed to provide the bank account details upon request.</li> <li>5. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice.</li> <li>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.</li> <li>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.</li> <li>8. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.</li> </ol>
<p><b>Additional Terms</b></p>	<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 utilisation 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> </ol>

	<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.smartmoments.com.my/en/privacy-policy/">https://www.smartmoments.com.my/en/privacy-policy/</a></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: <a href="mailto:dutchladycareline@frieslandcampina.com">dutchladycareline@frieslandcampina.com</a></p>
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