

## TERMS AND CONDITIONS

<b>Organiser</b>	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
<b>Promotion Name</b>	<b>Buy and Win Together With Dutch Lady</b>
<b>Promotion Period</b>	The Promotion starts at 00:00:00 on 01 <sup>st</sup> January 2025 and closes at 23:59:59 on 25 <sup>th</sup> February 2025.
<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 01<sup>st</sup> January 2025.</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>Buy any <b>Dutch Lady GUM / MAXGRO</b> product(s) (“Dutch Lady Participating Products”) worth minimum of <b>RM40</b> and above in a single receipt (“Proof of Purchase” or “Receipt”) at any Lotus’s participating outlet (in-store and online official store) (“Participating Outlet”) within the Promotion Period.</li> </ol> <p><b>The Participating Dutch Lady Products are as follows:</b></p> <ul style="list-style-type: none"> <li>▪ DUTCH LADY® GUM 123 PLAIN (300G, 550G , 850G, 1.8KG)</li> <li>▪ DUTCH LADY® GUM 456 PLAIN (550G , 850G, 1.8KG)</li> <li>▪ DUTCH LADY® GUM 6+ PLAIN (850G)</li> <li>▪ DUTCH LADY® GUM 123 HONEY (550G , 850G)</li> <li>▪ DUTCH LADY® GUM 456 HONEY (550G , 850G)</li> <li>▪ DUTCH LADY® GUM 123 CHOCOLATE (850G)</li> <li>▪ DUTCH LADY® GUM 456 CHOCOLATE (850G)</li> <li>▪ DUTCH LADY® GUM 6+ CHOCOLATE (850G)</li> <li>▪ DUTCH LADY® MAXGRO (600G, 1.2KG)</li> </ul> <ol style="list-style-type: none"> <li>Snap a clear picture of the receipt(s) and send the following information via WhatsApp to <b>013-6928219</b>. <ol style="list-style-type: none"> <li>Clear picture of the Proof of Purchase/Receipt</li> <li>Full Name</li> <li>MyKad/MyPR Number</li> </ol> <p>(e.g., Picture of Receipt, Amirah Binti Ashraf, 871108-19-5677)</p> </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 worth RM40 purchased of the Participating Products in a single receipt, one (01) serial number will be allocated to the Entry. For example</li> </ol>

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	<p>a) The single receipt of RM 80.00 of Dutch Lady participating products, two (02) serial numbers will be allocated.</p> <p>b) The single receipt of RM 120.00 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. There is no limit to the number of entries with valid purchases during the Promotion Period.</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) 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>
<p><b>Entry Deadline</b></p>	<p>All entries must be received by the Organiser on or before 23:59:59 on 25<sup>th</sup> February 2025.</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>• <b>WEEK 1:</b> 01 January 2025 – 07 January 2025</li> <li>• <b>WEEK 2:</b> 08 January 2025 – 14 January 2025</li> <li>• <b>WEEK 3:</b> 15 January 2025 – 21 January 2025</li> <li>• <b>WEEK 4:</b> 22 January 2025 – 28 January 2025</li> <li>• <b>WEEK 5:</b> 29 January 2025 – 04 February 2025</li> <li>• <b>WEEK 6:</b> 05 February 2025 – 11 February 2025</li> <li>• <b>WEEK 7:</b> 12 February 2025 – 18 February 2025</li> <li>• <b>WEEK 8:</b> 19 February 2025 – 25 February 2025</li> </ul>
<p><b>Judging Details</b></p>	<p><b>Verification of Entries</b></p> <ul style="list-style-type: none"> <li>• Original Tax Invoice receipt indicating the Product(s) and Values, Receipt Number, Valid Purchase Date and Outlet Name</li> <li>• Valid required Personal Details</li> <li>• No Duplication of Proof of Purchase</li> <li>• No alteration of receipt in any form; store name, items purchased, prices and transaction time</li> <li>• Handwritten Receipt, Purchase Order and Delivery Note will not be accepted as proof of purchase.</li> </ul>

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- For online purchase, invoice number or order number with delivered status is accepted.

### 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.

The Organiser will contact all shortlisted Winners via WhatsApp from the Promotion number **013-6928219** 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's purpose is to nourish Malaysians with quality dairy nutrition to help them move forward in life." (True/False)**

### Grand Prize: 3 x DL Limited Edition Gold Bar (5gram) worth RM2,560

There are three (3) x DL Limited Edition Gold Bar (5gram) worth RM2,560 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) [3]. The illustration of computation is as follows:

$$2,800 \div 3 = \underline{933.33}$$

A total of three [3] participants with entry serial number with a multiple of 933 will be declared as the Grand Prize winners. Example of the winning serial numbers: 933\*, 1866\* and 2799\* will be declared as the Grand Prize winners.

Total of **3 winners** will be selected throughout **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: 7 x Samsung 150W Jet™ 65 Pet worth RM1,549

There are seven (7) x Samsung 150W Jet™ 65 Pet worth RM1,549 to be won throughout the Promotion Period.

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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) [7]. Illustration of computation is as follows

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

$$2,800 - (10) = 2790 \div 7 = \underline{\mathbf{398.57}}$$

A total of seven [7] participants with entry serial number with a multiple of 398 will be declared as the 1<sup>st</sup> Prize winners. Example of the winning serial numbers: 398\*, 796\*, 1194\*, 1592\*, 1990\*, 2388\* and 2786\* will be declared as the 1<sup>st</sup> Prize winners.

Total of **7 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 Prize: 10 x Lotus's Voucher worth RM150**

There are Ten (10) x Lotus's Voucher worth RM150 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 10. The illustration of computation is as follows:

$$800 \div 10 = 80$$

A total of ten [10] participants with entry serial number with a multiple of **80** will be declared as the Weekly Prize Winners. Example of the winning serial numbers: 80\*, 160\*, 240\*, 320\*, 400\*, 480\* and so forth will be declared as the Weekly Prize Winners.

Total of **10 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.

### **Winner Announcement**

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	<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> 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 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 DL Limited Edition Gold Bar (5gram) worth RM2,560</p> <p><b>First Prize</b> 7 x Samsung 150W Jet™ 65 Pet worth RM1,549</p> <p><b>Weekly Prize</b> 10 x Lotus's Voucher worth RM150 <b>(Total of 80 Weekly Prize throughout 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. For Grand Prize - DL Limited Edition Gold Bar (5gram), the Organizer will be contacting the winners to obtain confirmation of collection of the prize from the nearest Tomei outlet. Winners will be given a <b>redemption letter</b> with a validity of 6 months from the date of issuance (letter bearing the preferred Tomei outlet address, winner's name, and a unique reference number). The original <b>redemption letter</b> must be presented to the Tomei outlet for the Prize collection. Any other additional costs (i.e., travel expenses, transportation cost, duties, and taxes) involved to redeem or collect the Prize shall be borne by the winner at their own cost. No representative or third party is allowed to collect the Prize on behalf of the winner.</li> <li>4. All prizes will be processed for collection within 30 working days from the end of the Promotion Period; 25<sup>th</sup> February 2025. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser.</li> <li>5. Lotus's Shopping Voucher worth RM150 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>6. 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> </ol>

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	<p>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.</p> <p>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.</p> <p>9. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.</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> <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 utilisation 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.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. : 1-800-88-1191 E-mail address: <a href="mailto:dutchladycareline@frieslandcampina.com">dutchladycareline@frieslandcampina.com</a></p>

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	<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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