

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
Name of Promotion	Dutch Lady Redemption Exclusive at Aeon Big, Mydin & Giant
Promotion Period	The Promotion starts at 00:00:00 on 15 September 2024 and closes at 23:59:59 on 31 October 2024.
Eligibility	<p>The Promotion is open to all Malaysian citizens and permanent residents in Malaysia aged eighteen (18) years and above with valid identification number (MyKad or MyPR) as on 15 September 2024.</p> <p>The following groups of persons shall not be eligible to participate in the Promotion:</p> <ul style="list-style-type: none"> a) Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses); b) Employees of the Organiser’s agencies associated with the Promotion and their immediate family members (spouse, children, parents, siblings, and their spouses)
Entry Method	<p>WhatsApp Entry – RM2 Touch ‘n Go eWallet Reload PIN Redemption</p> <ol style="list-style-type: none"> 1. To participate in the Promotion, purchase a minimum of any two [2] packs of Dutch Lady® UHT Milk 1L (UHT only) (“Participating Products”) in a single receipt (“Proof of Purchase”) at any Aeon Big, Mydin & Giant stores within the Promotion Period (in-store or official online store)(“Participating Outlets”). The Participating Dutch Lady Products are as follows: <ul style="list-style-type: none"> a. DUTCH LADY® UHT MILK (1L) - assorted variant and fresh 2. Scan the QR code shown on the communication materials at the participating outlet or send the following information via WhatsApp to 018-242 6388 : <ul style="list-style-type: none"> a. Clear picture of the Proof of Purchase/Receipt b. Full Name c. MyKad/MyPR Number (e.g. ; <u>Picture of Receipt , Shamsuddin Binti Mohamad, 97xxxx-1x-4xxx</u>) 3. Participants may submit as many entries as they wish but each unique Receipt (Proof of Purchase) is ONLY eligible for one (1) redemption entry submission. 4. Unclear, illegible and incomplete Entry will be disqualified. The Organiser shall reserve the right to disqualify any Entries with reprinted receipt (Proof of Purchase) and/or duplicated receipt (Proof of Purchase). 5. There are 10,000 units of RM2.00 Touch ‘n Go eWallet Reload PIN to be redeemed throughout the Promotion Period. 6. Each single receipt with minimum purchase of any 2 packs of Dutch Lady® UHT Milk 1L (UHT only) will be entitled to redeem one (1) RM2.00 Touch ‘n Go eWallet Reload PIN only. For example : <ul style="list-style-type: none"> a. Each Single receipt with purchase of 2 packs of Dutch Lady® UHT Milk 1L will be entitled participant to redeem one (1) Touch ‘n Go eWallet Reload PIN worth RM2.00 only.

	<p>b. Each Single receipt with purchase of Dutch Lady® UHT Milk 1L in a bundle of 4 packs or more will be entitled participant to redeem two (2) Touch ‘n Go eWallet Reload PINs worth RM2.00 only.</p> <p>7. The Organiser does not accept any alteration of Proof of Purchase in any form. Handwritten receipt, Purchase Orders and/or Delivery Notes will not be accepted as Proof of Purchase.</p> <p>8. The redemption of RM2.00 Touch ‘n Go eWallet Reload PIN is subject to first come first serve basis and while stocks last.</p> <p>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) 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>10. Retain the Original Receipt or (Proof of Purchase) for verification purposes.</p>
Entry Deadline	All Entry(ies) must be received by the Organiser on or before 23:59:59 on 31 October 2024. Any Entry received outside the Promotion Period will be automatically disqualified.
Judging Details	<p>Verification of Entries</p> <ol style="list-style-type: none"> 1. Original Tax Invoice receipt indicating the Product(s) and Values, Receipt Number, Valid Purchase Date and Outlet (only Proof of Purchase from participating outlets Aeon Big, Mydin & Giant will be verified). 2. Valid required Personal Details 3. No Duplication of Proof of Purchase 4. No alteration of receipt in any form; store name, items purchased, prices and transaction time 5. Handwritten Receipt, Purchase Order and Delivery Note will not be accepted as proof of purchase.
Promotion Prize	<p>Redemption Prize</p> <p>Prize: Touch ‘n Go eWallet Reload PIN worth of RM2.00, with a total of 10,000 units available for redemption throughout the redemption period.</p>
Prize Claim/Delivery Date	<ol style="list-style-type: none"> 1. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser. 2. The prizes must be claimed within three (3) months from the date of the announcement or notice of the claim of the prize whichever is earlier failing which will result in disqualification and forfeiture of the Prizes. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser. 3. For Touch ‘n Go eWallet Reload PIN redemption, the Organiser’s appointed Agency will send the unique Touch ‘n Go eWallet Reload PIN worth RM2.00 to the Participants via the Promotion Official WhatsApp Number 018- 242 6388 to contact number which the Organiser received in the Entry(ies) within five (5) working days from the Redemption Entry Status message text received by Participants upon successful validation.

	<ol style="list-style-type: none"> 4. The Organiser will not be held responsible if any of Touch'nGo eWallet Reload PIN cannot be delivered or deployed to the Participants due to any change error and/or difference in the mobile contact number submitted to the Organizer during Promotion Entry submission. 5. The Organiser reserves the right at its absolute discretion to extend the timeline of Touch 'n Go eWallet Reload PIN delivery as the Organiser deems necessary. The Organiser will not be held liable in the event of non-receipt or delayed delivery of the Touch 'n Go eWallet Reload PIN(s) to the Participant(s). 6. Usage of the Touch 'n Go e-Wallet Reload PIN is subject to Touch 'n Go Sdn Bhd (TNG Digital Sdn Bhd) Terms & Conditions; https://www.touchngo.com.my/assets/pdf/user-tnc.pdf 7. The Organiser excludes its responsibilities and all liabilities arising from any postponement cancellation, delay or changes or modification to the Prizes due to any other unforeseen circumstances beyond the Organiser's control such as governmental interference, civil commotion, riot, war, strikes, act of terrorism (including but not limited to any act of violence, hostility, national emergency, occurrence of any epidemic/pandemic outbreaks) and for any act or default by any third party suppliers or vendors.
<p>Additional Terms</p>	<ol style="list-style-type: none"> 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. 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. 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 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. 5. By submitting an entry to the Promotion, 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/

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| | <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> |
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Dutch Lady Careline Telephone No. : 1800 81 3855
E-mail address: dutchladycareline@frieslandcampina.com

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.