

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (Registration No: 196301000165 (5063-V))
Contest Name	<i>Hidupkan Harimu Bersama Dutch Lady!</i>
Contest Period	The Contest starts at 00:00:00 on 1 November 2024 and closes at 23:59:59 on 15 December 2024.
Eligibility	<p>The Contest 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 1 November 2024.</p> <p>The following groups of persons shall not be eligible to participate in the Contest:</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 Contest and their immediate families (spouse, children, parents, siblings, and their spouses).</p>
Entry Method	<p>WhatsApp Entry</p> <ol style="list-style-type: none"> 1. Purchase a minimum of Ringgit Malaysia twenty-five (RM25) of any Dutch Lady® participating products (“Participating Products”) in a single receipt (“Proof of Purchase”) at any Aeon Big , Giant and Mydin outlets within the Contest Period (in-store or official online store)(“Participating Outlets”). The Participating Dutch Lady Products are as follows: <ol style="list-style-type: none"> a. Dutch Lady® UHT Milk 200ml b. Dutch Lady® UHT Milk 125ml c. Dutch Lady® UHT Milk 1L d. Dutch Lady® Pasteurised Milk 1L 2. Scan the QR code shown on the communication materials at the participating outlet or send the following information via WhatsApp to 012-227 7781 : <ol style="list-style-type: none"> a. Clear picture of the Proof of Purchase b. MyKad/MyPR Number c. Full Name (e.g. ; Picture of Receipt , Upin Bin Along , 90xxxx-xx-5xx3) 3. Each valid Entry completed with the required picture of the Proof of Purchase , fulfilled purchase requirement and personal information received and approved by the Organiser will be serialized during the Contest Period. For every Ringgit Malaysia twenty-five (RM25) purchased of participating products in a single Proof of Purchase from any of the participating outlets , one (01) serial number will be allocated to the Entry. For example ; <ol style="list-style-type: none"> a. the single receipt of RM 52.00 of participating products , two (02) serial numbers will be given. b. the single receipt of RM 85.00 of participating products, three (03) serial numbers will be given. 4. There is no limit to the amount of entries with valid purchases during the Contest Period. 5. 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.

TERMS AND CONDITIONS

	<p>6. 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>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>8. Retain the original receipt or Proof of Purchase for verification purposes.</p>
<p>Entry Deadline</p>	<p>All entries must be received by the Organiser on or before 23:59:59 on 15 December 2024. Any Entry received outside the Contest Period shall be automatically disqualified.</p>
<p>Judging Details and Winner Selection</p>	<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 Name 2. Valid required Personal Details 3. Purchase requirement fulfilled. 4. No Duplication of Proof of Purchase 5. No alteration of receipt in any form; store name, items purchased, prices and transaction time 6. Handwritten Receipt, Purchase Order and Delivery Note will not be accepted as proof of purchase. <p>Winner Selection</p> <p>Each participant is eligible to win a maximum of one (1) prize only during the Contest Period;</p> <ul style="list-style-type: none"> • 1 x Grand Prize , or • 1 x First Prize , or • 1 x Second Prize , or • 1 x Consolation Prize <p>The Organiser will contact all shortlisted Winners via WhatsApp from the Contest number 012- 227 7781 to the winner’s WhatsApp number submitted during the Contest 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.</p> <p>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.</p> <p>Question: “Dutch Lady milk is packed with nutrients such as Protein, Calcium, Vitamin A and D3.” (True/False)</p>

TERMS AND CONDITIONS

Grand Prize : 3 x Nintendo Switch OLED

There are three [3] Nintendo Switch OLED to be won throughout the Contest Period with one (1) Nintendo Switch OLED allocation to **each chain**.

As part of the Grand Prize shortlisting winners' selection process, the Organiser will allocate serial numbers for each Entry received from **each participating chain** during the **Contest Period** and approved by the Organiser [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" for each chain.

The shortlisted winner will be determined based on the serialized number of Qualified entries received during the Contest Period from each participating chain, for example: Assuming the Total Qualified Entries received throughout the Contest Period from **Giant** is 4880, the Organiser will compute and select the shortlisted winner based on the following example:

$$4880 \div 2 = \underline{2440^*}$$

The Grand Prize shortlisted winner is the 2,440* serial number entry for Giant.

Total of **1 winner** will be selected for **each chain** throughout the Contest 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 : 3 x Le Creuset Cocotte Every Rice Pot 18cm

There are three [3] Le Creuset Cocotte Every Rice Pot 18cm to be won throughout the Contest Period with one (1) Le Creuset Cocotte Every Rice Pot 18cm allocation to **each chain**.

As part of the First Prize shortlisting winners' selection process, the Organiser will allocate serial numbers for each Entry received from **each participating chain** during the **Contest Period** and approved by the Organiser [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" for each chain.

The shortlisted winner will be determined based on the serialized number of Qualified entries received during the Contest Period from each participating chain and the subtraction of the Grand Prize Winner's Entry/Entries of the respective chain and divided by 2, for example: Assuming the Total Qualified Entries received throughout the Contest Period from **Giant** is 4880, the Organiser will compute and select the shortlisted winner based on the following example:

$$\text{Assuming the Giant Grand Prize winner's entries} = 14^* \text{ entries ;}$$
$$4,880 - 14^* = 4,866 \div 2 = \underline{2433^*}$$

The First Prize shortlisted winner is the 2,433* serial number entry for Giant.

Total of **1 winner** will be selected for **each chain** throughout the Contest Period.

TERMS AND CONDITIONS

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 : 3 x HUAWEI Nova 12i Smartphone

There are three (3) HUAWEI Nova 12i Smartphone to be won throughout the Contest Period with one (1) HUAWEI Nova 12i Smartphone allocation to **each chain**.

As part of the Second Prize shortlisting winners' selection process, the Organiser will allocate serial numbers for each Entry received from **each participating chain** during the **Contest Period** and approved by the Organiser [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" for each chain.

The shortlisted winner will be determined based on the serialized number of Qualified entries received during the Contest Period from each participating chain and the subtraction of the Grand Prize and First Prize Winner's Entry/Entries of the respective chain and divided by 2, for example: Assuming the Total Qualified Entries received throughout the Contest Period from **Giant** is 4880 , the Organiser will compute and select the shortlisted winner based on the following example:

Assuming the Giant Grand and First Prize winner's entries = 39* entries
 $4,880 - 39* = 4,841 \div 2 = \underline{2420.5*}$

The Second Prize shortlisted winners is the 2420* serial number entry for Giant.

Total of **1 winner** will be selected for **each chain** throughout the Contest 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.

Third Prize : 6 x Kuvings Multi Cooker

There are six (6) Kuvings Multi Cooker to be won throughout the Contest Period , with two (2) Kuvings Multi Cooker allocation to **each chain**.

As part of the Third Prize shortlisting winners' selection process, the Organiser will allocate serial numbers for each Entry received from **each participating chain** during the **Contest Period** and approved by the Organiser [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" for each chain.

The shortlisted winner will be determined based on the serialized number of Qualified entries received during the Contest Period from each participating chain and the subtraction of the Grand Prize, First Prize and Second Prize Winner's Entry/Entries of the respective chain and divided by 2, for example: Assuming the Total Qualified Entries received throughout the Contest Period from **Giant** is 4880 , the Organiser will compute and select the shortlisted winner based on the following example:

Assuming the Giant Grand , First and Second Prize winner's entries = 77* entries
 $4,880 - 77* = 4,803 \div 2 = \underline{2401.5*}$

TERMS AND CONDITIONS

The Third Prize shortlisted winners is the 2401* serial number entry and subsequent serial number with the multiplication of 2401. Example of the shortlisted winning serial number; 2401 and 4802*.

Total of **2 winners** will be selected for **each chain** throughout the Contest 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.

Consolation Prize : 30 x TNG eWallet Reload PIN worth RM150 each

There are thirty (30) TNG eWallet Reload PIN worth RM150 each to be won throughout the Contest Period.

As part of the Consolation Prize shortlisting winners' selection process, the Organiser will allocate serial numbers for each Entry received during the Contest Period and approved by the Organiser [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 shortlisted winners will be determined based on the serialized number of Qualified entries received during the Contest Period, for example: 8,940 eligible entries/serial numbers received during the Contest Period and the subtraction of all Grand Prize, First Prize, Second Prize and Third Prize winner's Entry/Entries for all three chains and divided by 30. Illustration of computation is as follows:

Assuming all Grand, First, Second and Third Prize winner's entries = 203* entries
 $8,940 - 203* = 8,737 \div 30 = \underline{291.2}$

The Consolation Prize shortlisted winners is the 291* serial number entry and subsequent serial number with the multiplication of 291. Example of the shortlisted winning serial number; 291*, 582*, 873*, 1164*, 1455*, 1746*, 2037*, 2328*, 2619*, 2910*, 3201* and so forth.

A total of **30 winners** will be selected during the Contest Period, with winners coming from all three chains.

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

The list of winners will also be announced on the Organizer's official social media page on 10 January 2025 at <https://www.facebook.com/spread.the.goodness.of.milk> and official website at <https://www.dutchlady.com.my/campaigns-promotions/>

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.

TERMS AND CONDITIONS

<p>Prizes</p>	<p>Grand Prize 3 x Nintendo Switch OLED (One [1] Nintendo Switch OLED winner for each chain)</p> <p>First Prize 3 x Le Creuset Cocotte Every Rice Pot 18cm (One [1] Le Creuset Cocotte Every Rice Pot 18cm winner for each chain)</p> <p>Second Prize 3 x HUAWEI Nova 12i Smartphone (One [1] HUAWEI Nova 12i Smartphone winner for each chain)</p> <p>Third Prize 6 x Kuvings Multi Cooker (Two [2] Kuvings Multi Cooker winners for each chain)</p> <p>Consolation Prize 30 x TNG eWallet Reload PIN worth RM150 each (Thirty [30] Consolation Prize winners across all three chains throughout the Contest Period)</p>
<p>Prize Claim/Delivery Date</p>	<ol style="list-style-type: none"> 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 delivery or collection within 30 working days from the end of the Contest Period ; 15 December 2024 . The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser. 4. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice. 5. 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. 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. 7. All Touch'n Go eWallet Reload PIN Prize worth RM150 will be processed to be sent to winners via WhatsApp application from the contest number 012-2277781 to the contact number which the Organiser received in the Entries. Touch'n Go eWallet Reload PIN usage is subject to Touch'n Go Terms & conditions; https://www.touchngo.com.my/assets/pdf/user-tnc.pdf 8. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.

TERMS AND CONDITIONS

Additional Terms	<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 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 Contest 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. : 1-800-81-3855 E-mail address: dutchladycareline@frieslandcampina.com8. 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.
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