

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
Name of Promotion	Relax & Unwind
Promotion Period	The Promotion starts at 00:00:00 on 01 November 2024 and closes at 23:59:59 on 29 December 2024.
Eligibility	<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 November 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>
Entry Method	<p>WhatsApp Entry</p> <ol style="list-style-type: none"> 1. To participate in the Relax & Unwind ("Promotion"), purchase a minimum of Ringgit Malaysia Twenty [RM20] 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) as listed below in clause number 2 ("Participating Outlet") within West Malaysia only . The Participating Dutch Lady Products are as follows: <ol style="list-style-type: none"> a) DUTCH LADY® GUM 123 PLAIN (300G, 550G , 850G/900G, 1.8KG) b) DUTCH LADY® GUM 456 PLAIN (550G , 850G/900G, 1.8KG) c) DUTCH LADY® GUM 6+ PLAIN (850G/900G) d) DUTCH LADY® GUM 123 HONEY (550G , 850G/900G) e) DUTCH LADY® GUM 456 HONEY (550G , 850G/900G) f) DUTCH LADY® GUM 123 CHOCOLATE (850G/900G) g) DUTCH LADY® GUM 456 CHOCOLATE (850G/900G) h) DUTCH LADY® GUM 6+ CHOCOLATE (850G/900G) i) DUTCH LADY® MAXGRO (600G, 2X600G, 15X27G) 2. For a complete list of all the participating outlets ("Participating Outlet") please visit : https://www.smartmoments.com.my/wp-content/uploads/2024/09/Nov-Dec24_Promosi_Cuti_Santai_WM_Participating-List.pdf 3. Snap a clear picture of the receipt(s) and send the following information via WhatsApp to 019-410 3188; <ol 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 , Sabrina Binti Ahmed, 90xxxx-1x-5xxx</u>) 4. Each valid entry, 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 ("Qualified Entry"). For every RM20.00 purchased of participating product(s) in a single receipt, one (01) serial number will be allocated to the Entry. For example ; <ol style="list-style-type: none"> a. the single receipt of RM 40.00 of Dutch Lady Products , two (02) serial numbers will be given. b. the single receipt of RM 60.00 of Dutch Lady Products, three (03) serial numbers will be given.

	<ol style="list-style-type: none"> 5. There is no limit to the amount of entries with valid purchases during the Promotion Period. 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. 7. Retain the Original Receipt or Proof of Purchase for verification purposes. 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.
<p>Entry Deadline</p>	<p>All entries must be received by the Organiser on or before 23:59:59 on 29 December 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><u>Promotion Week Schedule</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Week 1 : 01 November 2024 – 10 November 2024 <input type="checkbox"/> Week 2 : 11 November 2024 – 17 November 2024 <input type="checkbox"/> Week 3 : 18 November 2024 – 24 November 2024 <input type="checkbox"/> Week 4 : 25 November 2024 – 01 December 2024 <input type="checkbox"/> Week 5 : 02 December 2024 – 08 December 2024 <input type="checkbox"/> Week 6 : 09 December 2024 – 15 December 2024 <input type="checkbox"/> Week 7 : 16 December 2024 – 22 December 2024 <input type="checkbox"/> Week 8 : 23 December 2024 – 29 December 2024
<p>Judging Details</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 (only Proof of Purchase from participating outlets within West Malaysia 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. <p>Shortlisting of Winners</p> <p>Each participant is eligible to win a maximum of two (02) prizes only during the Promotion Period;</p> <ul style="list-style-type: none"> • 1 x Weekly Prize and 1 x Grand Prize , <i>or</i> • 1 x Weekly Prize and 1 x First Prize

The Organiser will contact all shortlisted Winners via WhatsApp from the Promotion number **019-410 3188** 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 : 32 x RM100 Cash Prize

There are thirty-two (32) x RM100 Cash Prizes to be won for each week for eight [8] consecutive weeks. In total, there are two hundred and fifty-six [256] Weekly Prizes to be won throughout the Promotion Period.

As part of the Weekly Prize shortlisting winners' selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout each Promotion Week 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".

Each week 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 for the week is **580**, the Organiser will compute and select the shortlisted winners based on the following example:

$$580 \div 32 = \underline{18.1}^*$$

The first Weekly Prize shortlisted winner is the 18* serial number entry and subsequent serial numbers with the multiplication of 18. Example of the shortlisted winning serial numbers ;18* , 36* , 54* , 72* , 90* , 108* , 126* , 144* , 162* , 180* , 198* and so forth.

Total of **32 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 : 4 x Travel Vouchers worth RM 8,000 each

There are four (4) Travel Vouchers to be won throughout the Promotion Period.

A total of four (4) Top Spenders will be selected at the end of the Promotion Period. The Organiser will be selecting the winner based on the highest purchase amount or accumulative highest purchase amount by the same participant (based on MyKad Number) during the Promotion period. Any Entry received outside the Promotion Period shall be automatically disqualified.

***In the event of the same purchase amount, the consumer who purchased earlier (based on the receipt date and time) will be selected as the winner.**

Total of **4 winners** will be selected throughout the Promotion Period.

	<p>First Prize : 10 x 5g Fine Gold Bar (999.9) There are ten (10) 5g Fine Gold Bar to be won throughout the Promotion Period.</p> <p>As part of the First 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”.</p> <p>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”] and the subtraction of Grand Prize Winner’s Entry/ies. Assuming the Total Qualified Entries received throughout the Promotion Period is 3988, the Organiser will compute and select the shortlisted winners based on the following example:</p> <p>Assuming Grand Prize winner’s entries = 18* entries ;</p> $3,988 - 18* = 3,970 \div 10 = \underline{397*}$ <p>The First Prize shortlisted winners is the 397* serial number entry and subsequent serial number with the multiplication of 397. Example of the shortlisted winning serial number; 397*, 794*, 1191*, 1588*, 1985*, 2382*, 2779, 3176*, 3573* and 3970*.</p> <p>Total of 10 winners 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>Winner Announcement The list of winners will also be announced on the Organiser’s social media page at https://www.facebook.com/DutchLadyKidsNutrition</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>
Prizes	<p>Grand Prize 4 x Travel Vouchers RM8,000 each</p> <p>First Prize 10 x 5g Gold Bar (999.9 Pure Gold)</p> <p>Weekly Prize (8 x Weeks) 32 Winners per week x RM100 Cash Prize each (Total of 256 Weekly winners)</p>
Prize Claim/Delivery Date	<p>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.</p>

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. **Travel voucher usage is subject to Terms & Conditions;**
 - ❖ Voucher is only valid for purchase of Air Ticket and Accommodation for local/domestic/international destination or tour package only.
 - ❖ Voucher is valid for six (6) months from the date of issuance.
 - ❖ Voucher must be used in full value.
 - ❖ The Organiser will not refund any unused balance.
 - ❖ Voucher is not replaceable and not exchangeable for cash.
4. All prizes will be processed for collection within 30 working days from the end of the Promotion Period; 29th December 2024. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser.
5. For the First Prize – 5g Gold Bar (999.9 Pure Gold) , The Organizer will be contacting the winners to obtain confirmation of the prize collection from the nearest Habib Jewels outlet. Winners will be given a **Redemption Letter** with a validity of 6 months from the date of issuance (letter bearing the preferred outlet address, winner’s name and a unique reference number). The original Redemption Letter must be presented to the Habib Jewels 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.
6. For the Weekly Prize selected winners will be informed via WhatsApp from the Promotion WhatsApp number **019-410 3188** 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;
 - i. Name of the bank where the Winner has an active bank account maintained (“Active Bank Account”);
 - ii. Account number of the Active Bank Account; and
 - iii. Full name of the Winner as per record of the Active Bank Account (Joint bank account is not permissible)
7. 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.
8. 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.
9. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice.
10. 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.

	<p>11. 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>12. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.</p>
<p>Additional Terms</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 https://www.smartmoments.com.my/en/privacy-policy/</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: dutchladycareline@frieslandcampina.com</p> <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>