

## TERMS AND CONDITIONS

<b>Organiser</b>	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
<b>Promotion Name</b>	“Beli & Menang” Exclusive at Manjaku
<b>Promotion Period</b>	The Promotion starts at 00:00:00 on 7 <sup>th</sup> July 2025 and closes at 23:59:59 on 2 <sup>nd</sup> August 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 of 7<sup>th</sup> July 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 family members (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 “Beli &amp; Menang” exclusive at Manjaku (“Promotion”), purchase a minimum of <b>Ringgit Malaysia Forty [RM40.00]</b> of any participating Dutch Lady® GUM and Dutch Lady® MaxGro product(s) (“Dutch Lady Products”) in a single original receipt (“Proof of Purchase”) during the Promotion period at any participating Manjaku Outlets (in-store or official online store) (“Participating Outlet”).</li> <li>The Dutch Lady® Participating Products are as follows; <ul style="list-style-type: none"> <li>DUTCH LADY® GUM 123 PLAIN (300G, 550G , 850G, 1.8KG)</li> <li>DUTCH LADY® GUM 456 PLAIN (300G, 550G , 850G, 1.8KG)</li> <li>DUTCH LADY® GUM 6+ PLAIN (300G, 550G , 850G)</li> <li>DUTCH LADY® GUM 123 HONEY (300G, 550G , 850G)</li> <li>DUTCH LADY® GUM 456 HONEY (300G, 550G , 850G)</li> <li>DUTCH LADY® GUM 123 CHOCOLATE (300G, 550G , 850G)</li> <li>DUTCH LADY® GUM 456 CHOCOLATE (300G, 550G , 850G)</li> <li>DUTCH LADY® GUM 6+ CHOCOLATE (300G, 550G , 850G)</li> <li>DUTCH LADY® MAXGRO (600G &amp; 1.2KG)</li> </ul> </li> <li>Scan the QR code shown on the communication materials at the participating outlet or send the following information via WhatsApp to <b>012-662 2071</b> ; <ol style="list-style-type: none"> <li>Clear picture of the receipt (“Proof of Purchase”)</li> <li>Full Name</li> <li>MyKad/MyPR Number (e.g.; Picture of receipt (“Proof of Purchase”), Daniel Bin Ashraf, 8XXXXX-4X-6XXX) (“Entry”).</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>RM40.00</b> purchased of Dutch Lady® Products in a single receipt, one (01) serial number will be allocated to the Entry. For example; <ol style="list-style-type: none"> <li>the single receipt of RM 80.00 of Dutch Lady Products, two (02) serial numbers will be given.</li> <li>the single receipt of RM 125.00 of Dutch Lady Products, three (03) serial numbers will be given.</li> </ol> </li> </ol>

	<p>5. Participants may submit as many entries as they wish but <b>each unique Receipt (Proof of Purchase) is ONLY eligible for one (1) entry submission.</b> Duplication of receipt will be disqualified.</p> <p>6. Retain the Original Receipt or Proof of Purchase for verification purposes.</p> <p>7. The Organiser does not accept any alteration of Proof of Purchase in any form. Handwritten receipts, purchase orders and/or delivery notes will not be accepted as Proof of Purchase.</p> <p>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>
<b>Entry Deadline</b>	<p>All entries must be received by the Organiser on or before 23:59:59 on 2<sup>nd</sup> August 2025. Any Entry received outside the Promotion Period will be automatically disqualified.</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>Promotion Week Schedule</b></p> <p><b>Week 1 :</b> 7 July 2025 – 13 July 2025</p> <p><b>Week 2 :</b> 14 July 2025 – 20 July 2025</p> <p><b>Week 3 :</b> 21 July 2025 – 27 July 2025</p> <p><b>Week 4 :</b> 28 July 2025 – 2 August 2025</p>
<b>Judging Details</b>	<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 (only Proof of Purchase from the Manjaku participating outlet 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> <p><b>Shortlisting of Winners</b></p> <p>Each participant is eligible to win a maximum of two <b>(02)</b> prizes only during the Promotion Period;</p> <ul style="list-style-type: none"> <li>• 1 x Grand Prize and 1 x Weekly Prize, <i>or</i></li> <li>• 1 x First Prize and 1 x Weekly Prize, <i>or</i></li> <li>• 1 x Second Prize and 1 x Weekly Prize</li> </ul> <p>The Organiser will contact all shortlisted Winners via WhatsApp from the Promotion number <b>012-662 2071</b> to the winner's WhatsApp number submitted during the Promotion entry submission to answer a simple Question.</p> <p>Shortlisted winners must reply and provide the correct answer within the stipulated time frame to be eligible to win the Prize.</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.

Question: **“Dutch Lady® formulated milk powder for children contains 5x DHA, is high in calcium, and provides a source of 20 vitamins and minerals.” (True/False)**

**Weekly Prize : 20 x Touch ‘n Go eWallet Reload PIN worth RM50 each**

There are twenty (20) **RM50 Touch ‘n Go eWallet Reload PIN** prizes to be won for each week for four [4] consecutive weeks. In total, there are eighty [80] 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 668 eligible entries/serial numbers received during the Promotion Week, this number will be divided by 20. Illustration of computation is as follows:

$$668 \div 20 = 33.4^*$$

The Weekly Prize shortlisted winner is the 33<sup>rd</sup> serial number entry and subsequent serial numbers with the multiplication of 33. Example of the shortlisted winning serial number; 33\*, 66\*, 99\*, 132\*, 165\*, 198\*, 231\*, 264\*, 297\*, 330\* and so forth.

Total of **20 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 Branded Le Pliage Bag worth RM1,970 each.**

There are three (3) Branded Le Pliage Bag worth RM1,970 each 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: 5,856 eligible entries/serial numbers received during the Promotion Period, this number will be divided by 3. Illustration of computation is as follows:

$$5,856 \div 3 = 1,952^*$$

The Grand Prize shortlisted winner is the 1952<sup>nd</sup> \* serial number entry and subsequent serial numbers with the multiplication of 1952. Example of the shortlisted winning serial number; 1952\*, 3904\* and 5856\*.

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 : 10 x Christy Ng e-Gift Voucher worth RM800 each.**

There are ten (10) Christy Ng e-Gift Voucher worth RM800 each 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: 5,856 eligible entries/serial numbers received during the Promotion Period and the subtraction of the Grand Prize winner's Entry/Entries and divided by 10. Illustration of computation is as follows:

Assuming Grand Prize winner's entries = 26\* entries ;

$$5,856 - 26 = 5,830 \div 10 = \mathbf{583^*}$$

The First Prize shortlisted winner is the 583<sup>rd</sup> \* serial number entry and subsequent serial numbers with the multiplication of 583. Example of the shortlisted winning serial number; 583\*, 1166\*, 1749\*, 2332\*, 2915\*, 3498\*, 4081\*, 4664\* and so forth.

Total of **10 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 : 10 x Manjaku Gift Voucher worth RM200 each.**

There are ten (10) Manjaku Gift Voucher worth RM200 each 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: 5,856 eligible entries/serial numbers received during the Promotion Period and the subtraction of the Grand Prize and First Prize winner's Entry/Entries and divided by 10. Illustration of computation is as follows:

Assuming Grand Prize and First Prize winner's entries = 67\* entries ;

$$5,856 - 67 = 5,789 \div 10 = \mathbf{578.9^*}$$

The Second Prize shortlisted winner is the 578<sup>th</sup>\* serial number entry and subsequent serial numbers with the multiplication of 578. Example of the shortlisted winning serial number; 578\*, 1156\*, 1734\*, 2312\*, 2890\*, 3468\*, 4046\*, 4624\* and so forth

Total of **10 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.

**Winner Announcement**

The list of winners will also be announced on the Organizer's official social media page on 18 August 2025 at <https://www.facebook.com/spread.the.goodness.of.milk/> and official website at [www.smartmoments.com.my](http://www.smartmoments.com.my)

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.

<b>Promotion Prize</b>	<p><b>Grand Prize</b> 3 x Branded Le Pliage Bag worth RM1,970 each</p> <p><b>First Prize</b> 10 x Christy Ng e-Gift Voucher worth RM800 each</p> <p><b>Second Prize</b> 10 x Manjaku Gift Voucher worth RM200 each</p> <p><b>Weekly Prize</b> <b>80 x Touch 'n Go eWallet Reload PIN worth RM50 each</b> (20 weekly winners X 4 weeks : 80 winners)</p>
<b>Prize Claim/Delivery Date</b>	<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. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.</li> <li>3. All prizes will be processed for delivery or collection within 30 working days from the end of the Promotion Period ; 2<sup>nd</sup> August 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>4. Prizes given in the form of Christy Ng e-Gift Voucher can be redeemed at any payment counter at Christy Ng Malaysia outlets only (except KL Sogo outlet) . The vouchers are valid for six (6) months from the issuance date and are subject to the terms and conditions established by Christy Ng Sdn Bhd. Christy Ng e-Gift voucher will be processed to be sent to winners via WhatsApp from the Promotion number 012-662 2071 to the winner's phone number submitted during the Promotion entry submission</li> <li>5. Prizes given in the form of Manjaku Gift Voucher can be redeemed at any payment counter at Manjaku Malaysia outlets only . The vouchers are valid for six (6) months from the issuance date and are subject to the terms and conditions established by MANJAKU RETAIL SDN BHD .</li> <li>6. All Touch 'n Go eWallet Reload PIN Prize worth RM50 will be processed to be sent to winners via WhatsApp from the Promotion number 012-662 2071 to the winner's phone number submitted during the Promotion entry submission. Touch 'n Go eWallet Reload PIN usage is subject to TNG Digital Sdn Bhd Terms &amp; Conditions; <a href="https://www.touchngo.com.my/assets/pdf/user-tnc.pdf">https://www.touchngo.com.my/assets/pdf/user-tnc.pdf</a></li> <li>7. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice.</li> <li>8. 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>9. 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> </ol>

	<p>10. The Organiser shall not be liable for any loss or damage that occurs to the Prizes during the delivery process. 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. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.</p> <p>11. 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>
<b>Additional Terms</b>	<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.dutchlady.com.my/privacy-policy/">https://www.dutchlady.com.my/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;"><b>Dutch Lady Careline Telephone No. : 1-800-81-3855</b>  <b>E-mail address: <a href="mailto:dutchladycareline@frieslandcampina.com">dutchladycareline@frieslandcampina.com</a></b></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>