



Friso
GOLD

Spend & Win

Contest Period: 31 March – 31 May 2023



Terms and conditions apply.

TERMS AND CONDITIONS

Organiser

Dutch Lady Milk Industries Berhad (196301000165/5063-V)

Contest Name

Friso Gold Spend and Win Contest

Contest Period

The Contest starts at 00:00:00 on 31 March 2023 and closes at 23:59:59 on 31 May 2023.

Eligibility

The Contest is open to all Malaysian citizens and permanent residents in Malaysia aged 18 years and above with valid identification number (MyKad or MyPR) as at 31 March 2023.

The following groups of persons shall not be eligible to participate in the Contest:

- Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses);
- Employees of the Organiser's agencies associated with the Contest and their immediate family members (spouse, children, parents, siblings, and their spouses).

The Organiser shall reserve the right to request for evidence of identification documents.

Entry Method

WhatsApp Entry – RM30 Touch 'n Go eWallet Reload PIN Redemption

- Purchase of a minimum **RM300 and above** worth of **any Friso Gold Step 3 or Step 4 Product(s)** ("Participating Products") in a single receipt (proof of purchase) at any participating stores (offline and selected online stores) within the Contest Period.

Participating Online Stores for the Contest:

- Friso Gold Official Shop on Lazada Online Platform; <https://www.lazada.com.my/shop/friso-gold/>
- Friso Gold Official Shop on Shopee Online Platform; <https://shopee.com.my/frisogold.os>
- Details of other participating stores; <https://bit.ly/SpendandWinParticipatingStoreList>

- Snap a clear picture of the receipt (proof of purchase) and send the following information via WhatsApp to **018-2133411**;
 - Clear picture of the receipt (proof of purchase)
 - Full Name
 - MyKad/MyPR Number
(e.g. ; Picture of receipt (proof of purchase), Daniel Bin Ashraf, 771108-10-5677) ("Entry").
- The Organiser **WILL** reply with an auto-reply acknowledgment message for each Entry received and Redemption Entry Status message within 3 working days.

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). Receipt (proof of purchase) can only be redeemed once and cannot be re-used.
5. Retain the Original Receipt (Proof of Purchase) for verification purposes.
6. There are 12,000 units of **RM30 Touch 'n Go eWallet Reload PIN** to be redeemed throughout the Contest Period.
7. Each single receipt with minimum purchase of **RM300 and above** worth of the Participating Products will be entitled to redeem **one (1) RM30 Touch 'n Go eWallet Reload PIN**.
8. Each participant is eligible to redeem a maximum of **three (3) RM30 Touch 'n Go eWallet Reload PIN** during the Contest Period.
9. The redemption of **RM30 Touch 'n Go eWallet Reload PIN** is subject to first come first serve basis and while stocks last.
10. 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 receipt (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.

Contest Prizes & Judging Details

Grand Prize

1 x Mazda CX-5 (2.0G 2WD HIGH) Soul Red Crystal worth RM164,540.00
(Exclude road tax, insurance and/or delivery fee)

Weekly Prizes

There is a customised Special Weekly Prizes allocated for this Contest:

Weekly Prize	
Weekly First Prize	1 x Thermomix TM6 worth RM7,488
Weekly Second Prize	1 x Samsung Powerbot Vacuum worth RM1,599
Weekly Third Prize	1 x Philips 6L Multi Cooker worth RM799
Weekly Fourth Prize	1 x Neoflam Retro Low Stockpot with Aluminum Lid (22cm) worth RM299

Each participant is eligible to win a **maximum of two (2) Prizes only** during the Contest Period:

- 1 x Grand Prize and 1 x Weekly First Prize, or
 - 1 x Grand Prize and 1 x Weekly Second Prize, or
 - 1 x Grand Prize and 1 x Weekly Third Prize, or
 - 1 x Grand Prize and 1 x Weekly Fourth Prize
1. **Each valid Entry** completed with the required picture of the receipt (proof of purchase), fulfilled purchase requirement and personal information received and approved by the Organiser will be serialised during the Contest Period.
 2. A minimum purchase of **RM300.00** and above worth of the Participating Products in a single receipt (proof of purchase) from any participating stores (offline and online), one (1) serial number will be allocated to the Entry.
 3. There is no limit to the amount of entries with valid purchases during the Contest Period for the Special Weekly Prizes.
 4. Each receipt (proof of purchase) is only eligible to one (1) submission only. The Organiser shall reserve the right to disqualify any submission with duplicated receipt (proof of purchase).
 5. The Organiser does not accept any alteration of receipt (proof of purchase) in any form. Handwritten receipt, Purchase Orders and/or Delivery Notes will not be accepted as receipt (proof of purchase).
 6. 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 receipt (proof of purchase) hardcopy, picture of the purchased product(s) 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.

Shortlisted Weekly Winner Selection Method

As part of the Special Prize shortlisting winners' selection process, the Organiser will allocate a pool of serial numbers by each Contest Week (**refer to Contest Special Weekly Prizes Schedule**) for each Entry received and approved by the Organiser to be a successful

entry (“**Qualified Entry**”) throughout the Contest Period. A set of serial numbers will be allocated for the Entries starting from serial number “1”.

Weekly First Prize – 1 x Thermomix TM6 worth RM7,488

The shortlisted winner will be selected; the total serialised numbers allocated based on the Qualified Entries received during each **Contest Week** period (e.g. 986 serial numbers) thus dividing with two (2) = winning entry serial number, for example.

$986 \text{ entries} \div 2 = \underline{493}^*$ (The multiplication number in this case is 493)

The Weekly First Prize shortlisted winner is the **493*** serial number entry.

Total of **1 winner** will be selected for **EACH** Contest Week.

The rounding formula will be performed if the number of entries arises the decimal value, the number will be rounded to the nearest single digit number.

Weekly Second Prize – 1 x Samsung Powerbot Vacuum worth RM1,599

The shortlisted winners will be selected; the total serialised numbers allocated based on the shortlisted winners received during each **Contest Week** period (e.g., 986 serial numbers along with the deductions of Weekly First Prize Winner’s entry/ies (“X”)) $\div 2 =$ winning entry serial number, for example; $986 - “X” = “XY” \div 2 = \underline{Z}^*$

Assuming Weekly First Prize winner entries = 6 entries; $986 - 6 = 980 \div 2 = \underline{490}^*$

The Weekly Second Prize shortlisted winner is the **490*** serial number entry.

Total of **1 winner** will be selected for **EACH** Contest Week.

The rounding formula will be performed if the number of entries arises the decimal value, the number will be rounded to the nearest single digit number.

Weekly Third Prize – 1 x Philips 6L Multi Cooker worth RM799

The shortlisted winners will be selected; the total serialised numbers allocated based on the shortlisted winners received during each **Contest Week** period (e.g., 986 serial numbers along with the deductions of Weekly First and Second Prize Winner’s entry/ies (“X” + “Y”)) $\div 2 =$ winning entry serial number, for example; $986 - “X+Y” = “XY” \div 2 = \underline{ZZ}^*$

Assuming Weekly First and Second Prize winner’s entries = 22 entries; $986 - (6+16) = 964 \div 2 = \underline{482}^*$

The Weekly Third Prize shortlisted winner is the **482*** serial number entry.

Total of **1 winner** will be selected for **EACH** Contest Week.

The rounding formula will be performed if the number of entries arises the decimal value, the number will be rounded to the nearest single digit number.

Weekly Fourth Prize – 1 x Neoflam Retro Low Stockpot with Aluminum Lid (22cm) worth RM299

The shortlisted winners will be selected; the total serialised numbers allocated based on the shortlisted winners received during each **Contest Week** period (e.g., 986 serial numbers along with the deductions of Weekly First, Second and Third Prize Winner’s entry/ies (“X” + “Y” + “Z”)) $\div 2 =$ winning entry serial number, for example; $986 - “X+Y+Z” = “XYZ” \div 2 = \underline{ZZZ}^*$

Assuming Weekly First, Second and Third Prize winner’s entries = 45 entries; $986 - (6+16+23) = 941 \div 2 = \underline{470.5}^*$

The Weekly Third Prize shortlisted winner is the **470*** serial number entry.

Total of **1 winner** will be selected for **EACH** Contest Week.

The rounding formula will be performed if the number of entries arises the decimal value, the number will be rounded to the nearest single digit number.

Shortlisted Grand Prize Winner Selection Method

Grand Prize:

There is one [1] Mazda CX-5 (2.0G 2WD HIGH) Soul Red Crystal worth RM164,540.00 to be won throughout the Contest Period.

The Grand Prize: Mazda CX-5 (2.0G 2WD HIGH) Soul Red Crystal, does not include road tax, insurance and delivery fee. Winner shall be responsible for any additional costs, duties, taxes and/or other incidental expenses, which may be incurred as a result of and/or related to their acceptance of the Grand Prize. The Organiser excludes responsibility of any of those charges and The Organiser shall not be held responsible should a winner fail to comply with the terms and requirements for Prize fulfilment.

The shortlisted winners will be selected; the total serialised numbers allocated based on the shortlisted winners received during the **Contest Period** (e.g., 9,880 serial numbers) ÷ 2 = winning entry serial number, for example;

$$9,880 \div 2 = \mathbf{4,940^*}$$

The Grand Prize shortlisted winner is the **4940*** serial number entry.

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

The rounding formula will be performed where the decimal value arises, the number will be rounded down to the nearest single digit number.

All selected shortlisted participants will be informed via WhatsApp to the contact number which the Organiser received in the **Qualified Entries** to answer a simple Question correctly within a stipulated time frame and to provide a clear picture of the products purchased to be eligible to win the prize.

Failure to provide the details as per the above within the stipulated time frame will result in forfeiture of the prize. The Organiser will not be held liable in the event the Qualified winners cannot be contacted for whatever reasons.

Contest Question:

“The closing date for Friso Gold Spend & Win Contest submission is on 31 May 2023.” **True/False?**

Winner Announcement

Winners will be notified via WhatsApp as part of the prize fulfilment. The list of winners will also be announced on the Organiser's social media at <https://www.facebook.com/FrisoGoldMY>

Winners for the Grand Prize, Weekly First Prize, Weekly Second Prize, Weekly Third Prize and Weekly Fourth Prize will be contacted and required to take a photo with the prize and Friso Gold Product(s).

Upload the photo to their social media account (Facebook/Instagram) which the account status needs to be set as public.

Winners are required to write a short caption on their winning of the prize in the posting and hashtag **#FrisoGoldMY #Spendandwin** and tag **@FrisoGoldMY**.

The Organiser shall reserve the right to request for evidence of the Photo Posting or original receipt (proof of purchase) hardcopy for verification and prize redemption. Failure to produce the hard copy of the receipt (proof of purchase) upon request will result in disqualification and prize forfeiture.

Entry Deadline

All entries must be received by the Organiser on or before 23:59:59 on 31 May 2023.

For the weekly submission, the Organiser shall receive the submission of Entries on or before 23:59:59 of the last date of each Contest Special Weekly Prizes as tabulated below.

Contest Special Weekly Prizes Schedule

- **Week 1** : 31 March 2023 – 09 April 2023
- **Week 2** : 10 April 2023 – 16 April 2023
- **Week 3** : 17 April 2023 – 23 April 2023
- **Week 4** : 24 April 2023 – 30 April 2023
- **Week 5** : 01 May 2023 – 07 May 2023
- **Week 6** : 08 May 2023 – 14 May 2023
- **Week 7** : 15 May 2023 – 21 May 2023
- **Week 8** : 22 May 2023 – 31 May 2023

Prize Claim/Delivery Date

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. The Grand Prize: Mazda CX-5 (2.0G 2WD HIGH) Soul Red Crystal worth RM164,540.00, shall exclude road tax, insurance and delivery fee. Winner shall be responsible for any additional costs, duties, taxes and/or other incidental expenses, which may be incurred as a result of and/or related to their acceptance of the Grand Prize. The Organiser excludes responsibility of any of those charges and The Organiser shall not be held responsible should a winner fail to comply with the terms and requirements for Prize fulfilment.

4. All Touch 'n Go eWallet Reload PIN Prizes will be processed for delivery or deployment to the winners via WhatsApp application within five (5) working days from the date of the Redemption Status Entry message received from the Organiser. Usage of the Touch 'n Go eWallet Reload PIN is subject to Touch 'n Go Malaysia Terms & Conditions; <https://www.touchngo.com.my/assets/pdf/user-tnc.pdf>
5. All Prizes will be processed for delivery or collection 30 days after the announcement of winners of the Contest. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser.
6. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice.
7. 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.
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.
9. 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.
10. In the event there is a manufacturing defect, winner must return the prize to the Organiser at own cost, undamaged and in its original packaging for a replacement within 2 weeks from the delivery date of the Prize failing which the Prize will not be replaced. Organiser shall reserve the right at its absolute discretion to substitute any of the prizes shown with another prize of similar value, at any time without prior notice. No cash alternatives or refunds will be offered.
11. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.
12. All Prizes value are correct at time of publication (as of December 2022) but may change without notice.

Additional Terms

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. Photo and/or video entries must be suitable for publication into any public social network. Provocative, political, offensive, questionable or Non-compliant to Code of ethic for the marketing of infant foods under Ministry of Health (MOH) content will not be accepted. The Organiser reserves the right at its absolute discretion regarding the criteria of photos and/or videos with inappropriate content.
5. 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.
6. By submitting an entry to the Contest, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions.
7. For a more detailed description of our privacy practices, please refer to our Privacy Policy at <https://www.frisogold.com.my/privacy-policy>.
8. 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:

Friso Gold Careline Telephone No.: 1-800-81-3854

E-mail address: frisogoldcareline@frieslandcampina.com