

TERMS AND CONDITIONS

<u>Organiser:</u>	F&N Beverages Marketing Sdn. Bhd. (Co. No. 004594-A)
<u>Promotion:</u>	F&N NUTRIWELL BUY & REDEEM EXCLUSIVE WITH LOTUS'S ("Promotion").
<u>Promotion Period:</u>	1. The Promotion starts from 00:00:00, 24/07/2025 and ends on 23:59:59, 03/09/2025 ("Promotion Period"). The Organiser reserves the right to change, cancel, terminate or suspend the Promotion at any time during the Promotion Period without prior notice.
<u>Eligibility:</u>	1. The Promotion is open to all individual legal residents of Malaysia aged eighteen (18) and above with a valid identification number at the time of the participation during the Promotion Period except any employees and immediate family members of the Organiser, its affiliates, subsidiaries, advertising/PR agencies and/or its suppliers.
<u>Participation Method:</u>	1. To participate in the Promotion and redeem one (1) RM3 Touch 'n Go eWallet Credit, purchase a minimum of two (2) packs of F&N NUTRIWELL Milk 1L (any variants) ("Minimum Purchase") in a single original receipt from any participating LOTUS'S outlets ("Outlet") in Malaysia during the Promotion Period ("Receipt"). 2. The Receipt shall come in the form of printed receipts from Outlet's point-of-sale systems. The Receipt must be legible and consist of the details of the Products purchase, date of purchase, purchase amount, receipt number and name and/or logo of the Outlet ("Receipt Details"). 3. The Receipt as the proof of purchase is required for the Participants to submit their entries. The Organiser does not accept any alteration of Receipt in any form. Handwritten Tax Invoice Receipt, Purchase Order, and/or Delivery Note will not be accepted. 4. The Promotion submission method is via WhatsApp only. Each Receipt is ONLY eligible for one (1) entry submission via WhatsApp. The Organiser reserves the right to disqualify any Receipt with incomplete details, reprinted, duplicated, illegible, unclear, damaged, altered, modified, forged, falsified and/or in any forms that do not meet the requirements of the Promotion in the Organiser's opinion. All Receipts that do not meet the requirements stated herein shall be disqualified by the Organiser without further notification to the Participants.
<u>Entry Submission:</u>	1. <u>WhatsApp entry participation steps:</u> a. Snap one (1) <u>clear and legible</u> picture/image in jpg or jpeg or png format of the Receipt complete with the Receipt Details ("Image"). b. One (1) Image must contain a picture of one (1) Receipt only and the Image file must be less than 5MB.

	c. Submit the Image via WhatsApp to the F&N NUTRIWELL BUY & REDEEM EXCLUSIVE WITH LOTUS'S WhatsApp number: 6018 311 3268 using a mobile number registered in Malaysia. d. You will receive an autoreply message prompting you to provide your full name and identification number ("Personal Details") to complete your registration and entry submission ("Entry"). Please follow the instructions in the autoreply message and submit the required details promptly. e. You are required to provide your Personal Details only once. You may submit as many Entries as you want, and all subsequent Entries will be linked to the Personal Details provided initially. f. An autoreply acknowledgement message will be sent by the Organiser for the first WhatsApp Entry received from each mobile number only. 2. The Organiser will extract all Entries received for further processing. All Entries received are subject to the Organiser's review and verification. The Organiser reserves the right to reject, disqualify and/or forfeit any Entries with unclear, illegible or incomplete picture/image, reprinted Receipt, duplicated Receipt, containing more than one Receipt, late Entries (i.e.: Entries received after 23:59:59, 03/09/2025) and/or altered, modified, forged, falsified in any forms that do not meet the Promotion requirement at its absolute discretion without notice. 3. The Organiser reserves the right to request the original hardcopy of the Receipt as per the Image received in the Entry submission as the evidence for verification and prize redemption purpose. Failure to produce the original hardcopy Receipt upon request will result in disqualification and prize forfeiture. 4. The Organiser reserves the right to forfeit any participation in the event that the Participant(s) do not comply with the Promotion Terms & Conditions.
<u>Redemption:</u>	1. The Redemption is on a weekly, first come first served basis and is limited to the first five hundred (500) Qualified Entries received each week. There is a total of three thousand (3000) RM3 Touch 'n Go eWallet Credit to be redeemed throughout the Promotion Period. In the event the total quantity of the RM3 Touch 'n Go eWallet Credit have been completely redeemed in each week, the Organiser will update the status in the Promotion Website at: https://www.fn.com.my/promotions-contests/. 2. The six (6) weekly periods are as follows: Week 1: 24/07/2025 – 30/07/2025 Week 2: 31/07/2025 – 06/08/2025 Week 3: 07/08/2025 – 13/08/2025 Week 4: 14/08/2025 – 20/08/2025 Week 5: 21/08/2025 – 27/08/2025 Week 6: 28/08/2025 – 03/09/2025 3. For each Qualified Entry received each week, the Participant can only redeem one (1) RM3 Touch 'n Go eWallet Credit regardless of any quantity purchased in excess of the minimum purchase in a single Receipt. <u>For example:</u> • If a Participant purchase two (2) packs of F&N NUTRIWELL Oat Milk 1L in a single Receipt during the Promotion Period, he/she is entitled to redeem one (1) RM3 Touch 'n Go eWallet Credit only.

	• If a Participant purchase six (6) packs of F&N NUTRIWELL Oat Milk 1L in a single Receipt during the Promotion Period, he/she is entitled to redeem one (1) RM3 Touch 'n Go eWallet Credit only. 4. Each Participant with the same Personal Details can redeem a maximum of five (5) RM3 Touch 'n Go eWallet Credit throughout the Promotion Period. 5. Participants must provide personal details such as Full name as per MyKad/ID, MyKad/ID number for verification and fulfilment via WhatsApp. Failure to provide the personal details will result in disqualification and forfeiture at the Organiser's absolute discretion. 6. All Qualified Entry Participants will receive their RM3 Touch 'n Go eWallet Credit via direct debit from TNG Digital Sdn Bhd to the mobile numbers submitted to the Organiser during Entry submission within six (6) to eight (8) weeks from the closing date of the Promotion. 7. The Organiser will not be held responsible if any of the Touch 'n Go eWallet Credit cannot be delivered or deployed to the Participants due to any change, error and/or difference in the mobile contact number submitted to the Organiser during Entry submission. 8. All Participants must abide by the terms and conditions of the vendors and parties arranging and providing the Touch 'n Go eWallet Credit(s). The Participants shall be fully responsible for any additional administrative fees or costs associated with redeeming the Touch 'n Go eWallet Credit(s) through channels other than their respective application and usage. The following are the terms and conditions of the vendors: • Redemption and usage of the Touch 'n Go e-Wallet Credit is subject to Touch 'n Go Sdn Bhd (TNG Digital Sdn Bhd) Terms & Conditions; https://www.touchngo.com.my/assets/pdf/user-tnc.pdf. 9. The Organiser reserves the right at its absolute discretion to extend the timeline of Touch 'n Go eWallet Credit 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 Credit to the Participants. 10. All unclaimed Touch 'n Go eWallet Credit after the deadline set by the Organiser as stated in the WhatsApp messages will be forfeited. 11. The Organiser reserves the rights to substitute any redemption item for an alternative of equal or greater value. 12. The Organiser reserves the right to change the method of Touch 'n Go eWallet Credit fulfilment stated under this clause at the discretion of the Organiser.
<u>Entry Deadline:</u>	All Entry(ies) must be received by the Organiser on or before 23:59:59, 03/09/2025. Any Entry received outside the Promotion Period shall be automatically disqualified.

<u>Liability, Responsibility and Rights of the Organiser:</u>	1. The picture of the prizes shown on the Promotion materials are for illustration purposes only. Actual prizes may vary. The prizes will be subjected to the Prize Redemption's Terms & Conditions that will be attached to the prizes and stated in the winner acknowledgement letters. Prizes values reflected are accurate at the time of printing. 2. Prize redemption is subject to the availability of the prizes and shall be informed by the Organiser from time to time. The Organiser reserves the right to substitute any of the prizes with that of similar value, at any time without prior notice at its absolute discretion. 3. Winners must take the Prizes on an "as is" basis. The prizes are not transferable, non-refundable and/or non-exchangeable for cash, credit and/or other items or voucher in part or in full. The Organiser will not entertain any complaints on the quality and quantity of the prizes after the prize has been collected by or delivered to the winner. 4. The Organiser shall not be liable in the event the prize(s) are lost, spoilt, damaged or stolen during or after the delivery or collection of the prize(s). Any additional costs (including but not limited to, the travel expenses and applicable taxes) involved for the redemption or collection of the prizes are to be borne solely by the winner. 5. By participating in this Promotion, all Participants agree to unconditionally assume full liability and responsibility to the extent permitted by law in the event of any loss, mishap, injury, damage, claim, or accidents (including death) suffered as a result of their participation in this Promotion, redemption and/or utilisation of the prizes and agree to release and hold the Organiser free and harmless from any liabilities. 6. The Organiser reserves the right to cancel, terminate and/or suspend the Promotion at any time, without prior notice. 7. The Organiser reserves the right to forfeit any participation in the event that the Participant(s) do not comply with the Promotion's Terms and Conditions. 8. The Organiser's decision on all matters relating to the Promotion is final, conclusive, and binding. No correspondence or appeal will be entertained. 9. Participation in the Promotion and acceptance of any prize(s) constitutes an irrevocable permission and consent from the participants for the Organiser to use their personal details and photographs for the purposes of publicity and advertisement without any compensation or need for prior notification to the Participants. 10. The Organiser may at its sole and absolute discretion amend the Terms and Conditions set herein from time to time, without any prior notice. The Organiser reserves the rights to alter, cancel, terminate or suspend the Promotion, mechanism of the Promotion, the prizes and/or any part thereof without any prior notice. For the avoidance of doubt, the alteration, cancellation, termination or suspension by the Organiser of the prize, Promotion or any part thereof shall not entitle the
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	Participants to any claim or compensation against the Organiser (in cash or in any kind) for any and all loss or damage suffered or incurred by the Participants whether as a direct or indirect result of the act of alteration, cancellation, termination or suspension. 11. The Organiser excludes all its responsibilities and liabilities absolutely arising from any postponement, cancellation, delay or changes or modification to the Promotion or prizes or due to any other unforeseen circumstances beyond the Organiser's control such as governmental interference, civil commotion, riot, war, strikes, act of God, 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.
Notice Under the Personal Data Protection Act 2010:	1. This written notice ("Notice") serves to inform you that your personal data is being processed by or on behalf of F&N Beverages Marketing Sdn Bhd ("F&N" or "we" or "us"). Further, by submitting this Promotion entries, you hereby consent to the processing of your personal data by F&N in the manner as specified in this Notice. We shall be processing your personal data that you have provided to us, including but not limited to, your name, national identity card number, contact number, address and any other information that we have requested from you for this Promotion entries. F&N will be processing your personal data, including any additional information you may subsequently provide to F&N, for the purposes of conducting this Promotion and contacting you (if necessary). 2. The personal data that you provide us may be disclosed to our service providers only for the aforementioned purposes. You are responsible for ensuring that the personal data you provide us is accurate, complete and not misleading and that such personal data is up to date. You may access and request for the correction of your personal data and/or to limit the processing of your personal data or make any enquiries or complaints in respect of your personal data, by emailing to our service provider at fulfilment@omnitem.com.my. In the event of any inconsistencies between the English version and the Bahasa Malaysia version of this Notice, the English version shall prevail over the Bahasa Malaysia version. 3. The Organiser reserves the right to disqualify your Entry in the event that you do not agree with or consent to the collection and/or processing of your personal data without any prior notice at its absolute discretion.
Other Terms:	1. By participating in this Promotion, the Participants are taken to have read, understood and agreed to be bound by the Terms & Conditions of this Promotion, and accept that all decisions made by the Organiser shall be final and binding. The Organiser reserves the right to change, amend, add or delete any of the Promotion Terms & Conditions at any time without prior notice to the Participants and the Participants agree that their continued participation in the Promotion will constitute their acceptance of the revised Terms and Conditions.

	2. The Promotion's Terms & Conditions are prepared in several languages. In the event of any inconsistencies between all the available versions, the English version on the website at: https://www.fn.com.my/promotions-contests/ shall prevail. 3. For further inquiries about the Promotion, please visit our website at: https://www.fn.com.my/promotions-contests/.
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