

F&N NutriWell Pack Exchange Program Terms and Conditions

Please read these Terms and Conditions carefully before participating in this F&N NutriWell Pack Exchange Programme (hereinafter referred to as the “Programme”) organised by Fraser & Neave Beverages Marketing Sdn Bhd (“Company”). By participating in this Programme, you ("Participant") are deemed to have read, understood and agreed to be bound by these Terms and Conditions. If you do not agree to be bound by these Terms and Conditions, please refrain from participating in this Programme.

1. Eligibility

This Programme is open to all Malaysian and non-Malaysian citizens aged 18 and above, residing in Malaysia at the time of participation with a valid Malaysian National Registration Identity Card (NRIC) Each Participant is limited to one (1) pack exchange only throughout the entire Programme period.

2. Programme Period

This Programme runs from [26 July 2025] to [7 Sept 2025], or until stocks are fully redeemed, whichever comes first.

3. Redemption Mechanism

Redemption of the NutriWell Oat Milk 1L is strictly on a first-come, first-served basis, while stocks last, and is limited to 100 redemptions per day per Redemption Location. Redemptions are only valid at participating F&N NutriWell Roadshow outlets (“Redemption Locations”) as shown below:

Mercato Roadshow Outlets List:

Outlet	Area	Activation date
Mercato TRX	Kuala Lumpur	9 – 10 Aug 2025
Mercato Gurney Plaza	North	23 – 24 Aug 2025

Giant Roadshow Outlets List:

Outlet	Area	Activation date
Giant Hypermarket Bandar Kinrara	Kuala Lumpur	26 – 27 July 2025
Giant Hypermarket Bayan Baru	North	23 – 24 Aug 2025
Giant Leisure Mall	South	6 – 7 Sept 2025
Giant Plentong Mall	South	6 – 7 Sept 2025

Lotus's Roadshow Outlets List:

Outlet	Area	Activation date
Lotus's Kepong	Kuala Lumpur	26 – 27 July 2025
Lotus's Cheras	Kuala Lumpur	26 – 27 July 2025
Lotus's Paradigm	Kuala Lumpur	26 – 27 July 2025
Lotus's Bukit Indah	Johor Bahru	2 – 3 Aug 2025
Lotus's Ampang	Kuala Lumpur	16 – 17 Aug 2025
Lotus's Penang Egate	North	23 – 24 Aug 2025
Lotus's Bagam Ajam	North	23 – 24 Aug 2025

Lotus's Cheras	Kuala Lumpur	30 – 31 Aug 2025
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Aeon Roadshow Outlets List:

Outlet	Area	Activation date
Aeon Bukit Tinggi	Kuala Lumpur	25 – 27 July 2025
Aeon Taman Maluri	Kuala Lumpur	15 – 17 Aug 2025
Aeon Ampang Utara	Kuala Lumpur	29 – 31 Aug 2025

Maxvalu Roadshow Outlets List:

Outlet	Area	Activation date
Maxvalu Bangsar South	Kuala Lumpur	27 – 29 Aug 2025
Maxvalue Sunway Velocity	Kuala Lumpur	29 – 31 Aug 2025

If consumer brings along :

- a) **Empty, Consumed pack:** Participant must fill up the form to exchange one (1) F&N NutriWell Oat M!lk via our promoter.
- b) **Unconsumed pack:** Participant must present the original receipt of purchased and fill in the form to exchange one (1) F&N NutriWell Oat M!lk via our promoter.

4. How to Participate

To redeem a free 1L NutriWell Oat M!lk, each Participant must:

- a. Present one (1) unit of 1L plant-based milk from any of the following brands: *Oatside, So Good, 137 Degree, Oatly, Farm Fresh Oat, Nestle Goodness*, either consumed or unconsumed, at any Redemption Location. Limited to one (1) pack per consumer/ per household.
- b. Approach any F&N NutriWell promoter at the Redemption Location and exchange your current pack listed in (a) and (b) for a unit of NutriWell 1L Oat M!lk.

5. Conditions of Redemption

- a. Each Participant is entitled to exchange one (1) free NutriWell Oat M!lk only during the Programme period.
- b. The redemption is non-transferable, not for resale, and not exchangeable for cash or other products.
- c. The Company reserves the right to reject any damaged, altered, duplicated, or suspicious packaging submitted for exchange.
- d. Limited to 100 exchange packs per day/ store only. First comes, first served basis.

6. Disqualification

The Company reserves the right to disqualify any Participants who do not comply with the Terms and Conditions. The Company's decision in all matters relating to the Programme is final and binding, and no correspondence will be entertained.

7. Limitation of Liability

The Company shall not be held liable for any loss, damage, or injury (including indirect or consequential loss) suffered or sustained by the Participant arising out of or in connection with the Programme or the use of any redeemed product.

8. Costs and Expenses

All costs, fees, and/or expenses incurred or to be incurred by the Participants in relation to the Programme and/or redemption, including but not limited to transportation, personal expenses, and/or any other costs, are the sole responsibility of the Participants.

9. Amendments & Cancellation

The Company reserves the right, at its sole and absolute discretion, to amend, modify, cancel, or suspend the Programme or any Terms and Conditions at any time without prior notice. Any such changes will be announced on the Company's official communication platforms [Company Website – insert link] The Participant acknowledges and agrees that the Company shall not be liable for any losses or damages (whether direct or indirect) arising from such amendments, modifications, cancellations, or suspensions, and no claims or compensation will be entertained.

10. Acceptance of Terms

By participating in the Programme, the Participants confirm they have read, understood, and agree to be bound by these Terms and Conditions in full and agree that their continued participation in the Programme will constitute their acceptance of any revised Terms and Conditions.

11. Privacy Notice

By participating in the Programme, Participants consent to the collection, use, and processing of their personal data by the Organizer in accordance with the Personal Data Protection Act 2010 (PDPA). The Organizer will be processing the personal data provided by the participant, including but not limited to, their name, national identity card number, contact number and any other information requested for this Programme. The Organizer may use and store the Participants' personal data for purposes related to the Programme and promotional activities. Participants also agree to the Organizer contacting them for future marketing, promotional, and contest-related purposes. For further details, please refer to the Organizer's privacy policy at www.fn.com.my/privacy-policy/.