

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
Promotion Name	Friso® Gold Loyalty Program
Promotion Period	The Promotion starts at 00:00:00 on 1 January 2025 and closes at 23:59:59 on 31 March 2025.
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 at 1 January 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> <p>The Organiser shall reserve the right to request for evidence of identification documents.</p>
Entry Method	<p>Online Form Submission</p> <ol style="list-style-type: none"> The method of participation in the Promotion is via Online Form only. All other methods of submission will be disqualified. Participants may submit as many Proofs of Purchase as they wish but each Proof of Purchase is ONLY eligible to one (1) Website entry submission. The Online form is accessible by scanning the QR code shown on the communication materials at the participating outlet or click on the Promotion link at : https://friso-gold-loyalty-program.mypromotions.my/ Purchase any Friso Gold Step 3 or Step 4 Product(s) (“Participating Products”) in a single receipt (“Proof of Purchase”) at any participating outlet (offline only) within the Promotion Period. Please refer to Appendix I for the list of participating outlets. The participating Products are as follows; <ul style="list-style-type: none"> Friso Gold Friso Gold Step 3 600g / 900g/ 1.2kg (3x400g) Friso Gold Step 4 600g / 900g/ 1.2kg (3x400g) Participants are required to complete a one-time registration on the Redemption website (Online form) during the Promotion Period by providing their personal details, before uploading the receipt to redeem the Promotion item(s). A confirmation of successful registration will be sent to the participant's provided email address during the registration process. The Promotion Redemption shall be conducted by way of point system as follows: - <ol style="list-style-type: none"> RM1 = 1 (ONE) point , or RM100 = 100 (One Hundred) Point

	<p>6. The point(s) can then be used to redeem any ONE OF THE ITEMS under any one of the Tier the participant is qualified for, listed hereunder: -</p> <ul style="list-style-type: none">a) TIER 1: Accumulated or Single purchase(s) of 300 points will be eligible to redeem a Montigo Lunch Box worth RM49.00;b) TIER 2: Accumulated or Single purchase(s) of 500 points will be eligible to redeem a Montigo Lunch Stacker worth RM79.00 or a Montigo Pastel Ace Bottle Mini worth RM 74.90; orc) TIER 3: Accumulated or Single purchase(s) of 600 points will be eligible to redeem a Montigo Lunch Box & Bag worth RM98.90; ord) TIER 4: Accumulated or Single purchase(s) of 1,000 points will be eligible to redeem a Montigo Set worth RM203.80. <p>7. The participant may also use the Accumulated or Single purchase(s) Points to redeem multiple items from the same tier or different tier based on the qualified tier(s) , for example :</p> <ul style="list-style-type: none">a) Example 1: Accumulated or Single purchase(s) of 650 points will be eligible to redeem Two items from Tier 1 (600 points required)b) Example 2: Accumulated or Single purchase(s) of 1000 points will be eligible to redeem One item from Tier 1 and One item from Tier 2 (800 points required) . <p>8. In the event that a point balance remains after a successful redemption, the balance will be carried forward to the end of the Promotion Period and will be combined with points from subsequent new purchases. Points will expire at the conclusion of the Promotion Period, and any unused points (if any) will be forfeited from the participant's account once the Promotion Period has ended.</p> <p>9. Points cannot be exchanged for cash, not transferable/ exchangeable and can only be used for redemption on Friso® Gold Loyalty Program only.</p> <p>10. Unclear, illegible and incomplete Entry will be disqualified. The Organiser shall reserve the right to disqualify any Entry with more than one (1) receipt. Images in the submission, reprinted and/or duplicated receipt. Receipt can only be redeemed once and cannot be re-used. Entries that do not meet the requirements stated herein shall be disqualified by the Organiser without further notification to the Participants. Retain the Original Receipt for verification purposes.</p> <p>11. All successful redemptions will receive a WhatsApp message from the number 018-2522240 containing the tracking number and delivery status. Any unsuccessful redemption submissions will receive a WhatsApp message from the same number, detailing the reason for the failure.</p> <p>12. The redemption item(s) will be delivered to the address provided during registration within 14 working days from the submission date.</p>
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	<p>13. 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 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 Prize(s).</p>
Entry Deadline	<p>All entries and redemption request must be received by the Organiser on or before 23:59:59 on 31 March 2025.</p>
Prize Claim/Delivery Date	<ol style="list-style-type: none"> 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. All Prizes will be processed for delivery to the participants within 14 working days from the date of the submission date to the addresses provided by the participants during the registration. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser. 4. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice. 5. 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. 6. 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 participant at their own cost. 7. In the event there is a manufacturing defect, participant 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. 8. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.
Additional Terms	<ol style="list-style-type: none"> 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>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 redeemed.</p> <p>3. The Organiser’s decision on all matters relating to the Promotion including approving and judging of the participants’ redemption submission 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 participant’s 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.frisogold.com.my/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;">Friso Gold Careline Telephone No. : 1800-81-3854 E-mail address: frisogoldcareline@frieslandcampina.com</p>
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APPENDIX I

NO	PARTICIPATING OUTLETS
1	APPLE BABY HOUSE HOLDINGS SDN BHD
2	BABY HOUSE SDN.BHD (JLN RAHMAT)
3	BABYSHINE TRADING (KULIM)
4	BEAUTY BABY BABYLAND
5	BFC BABY MART SDN BHD
6	BHS BABY SHOP
7	CHENG SIN TRADING
8	CHOO CHOO TRAIN BABY HOUSE
9	CUTE BABY ENTERPRISE (KEPALA BATAS)
10	CUTE BABY STORE (BP) SDN. BHD.
11	DC UNIT TRADING
12	ENG HO CHAN KEDAI UBAT
13	FAH LIAN HERBS & FOOD SDN BHD
14	FOOK AN MEDICAL HALL
15	GJ & BAN TRADING
16	HAPPY BRIGHT SDN. BHD.
17	HELLO BABY HOUSE ENTERPRISE
18	HOCK LEE
19	HOCK CHUAN HWA TRADING
20	HOR CHENG CHANG ENTERPRISE SDN BHD
21	JOO HING MINI MARKET
22	JSK CREATIVE TRADING
23	KEDAI CHOOK ONN BENTONG
24	KEDAI HUP HENG
25	KEDAI SENG FATT
26	KEDAI UBAT & BARANG RUNCIT HOCK HENG TONG
27	KEDAI UBAT & RUNCIT HONG NING SDN BHD
28	KEDAI UBAT AND PERNIAGAAN YONG THYE HENG (M) S/B
29	KEDAI UBAT BAN ON TONG
30	KEDAI UBAT CHOOK ONN KARAK
31	KEDAI UBAT DAN RUNCIT FOOK SUN
32	KEDAI UBAT DAN RUNCIT KIM LOY
33	KEDAI UBAT DAN SERBANEKA ENG TAI MAJU
34	KEDAI UBAT DAN SERBANIKI SOON TECK
35	KEDAI UBAT FATT HENG
36	KEDAI UBAT HEAP HENG
37	KEDAI UBAT HOCK HENG
38	KEDAI UBAT KIEN ONN SDN.BHD
39	KEDAI UBAT MING FEI SDN BHD
40	KEDAI UBAT MING LOONG SDN BHD
41	KEDAI UBAT NEW OASIS SDN. BHD.
42	KEDAI UBAT RENSHUN TANG
43	KEDAI UBAT SETIA JAYA
44	KEDAI UBAT SHEN FONG
45	KEDAI UBAT TIONG YEW
46	KEDAI UBAT TONG HONG
47	KEDAI UBAT YON TAI LIANS
48	KEDAI UBAT YONG HUAT HING

NO	PARTICIPATING OUTLETS
49	KIN SIONG SDN BHD
50	KINTA WELL TRADING
51	LIEW WAN THYE SDN BHD
52	LOVE GARDEN BABY SUPERSTORE
53	MANJAKU (ALL OUTLETS)
54	MILKSHOP SUPPLIES SDN BHD
55	MUMMY BB HOUSE
56	MY LITTLE BB SDN BHD
57	MY MILKY WAY PLT
58	PAH ANN SDN BHD
59	PASARAYA PUCHONG HERBS & FOODS SDN BHD
60	PASARAYA CINWA SDN BHD
61	PASARAYA CM SDN BHD
62	PASARAYA LIT ONN SDN BHD
63	PASARAYA MEGAHERBS & FOOD SDN BHD
64	PASARAYA WAH FONG THK SDN BHD
65	PASARAYA WENG FOON SDN BHD,(25/64)
66	PASARAYA YAN SENG SDN BHD
67	PEKING MEDICAL HALL SDN. BHD.
68	PERNIAGAAN CHEONG KONG BANDAR BARU BERCHAM
69	PERNIAGAAN FU KANG
70	PERNIAGAAN ING ANG
71	PERNIAGAAN KEDAI UBAT YONG SHEN
72	PERNIAGAAN SIN ING ANG
73	PERNIAGAAN SIN YIN ONN
74	PERNIAGAAN TEIK AUN HOE PEKAN LAMA
75	PERNIAGAAN UBAT POH KIAN
76	PERNIAGAAN YIN ONN
77	PERNIAGAAN YONG KANG
78	POH CHEONG MARKETING SDN BHD
79	POH FOONG BB HOUSE
80	Q BEBE PRODUCTS GALLERY
81	REALCARE BABY AND ORGANIC SDN BHD
82	REN DE ENTERPRISE
83	SAN XI HERBS & BABY GALLERY
84	SIN XIN TRADING
85	SIN YONG HONG ENTERPRISE
86	SIN YONG SEN ENTERPRISE SDN BHD
87	SMART BABY & RETAIL STORE
88	SMARTKIDS MART (M) SDN.BHD
89	SUNSHINE BABY TRADING
90	SURAGATE BABY CENTRE SDN BHD
91	SYARIKAT KANG KHOW SDN. BHD.
92	SYARIKAT PERNIAGAAN BERJAYA
93	TOY'S REX BABY HOUSE
94	U & ME BABY LAND
95	WAIKOM ENTERPRISE
96	WELLSON HERBS & STORE

NO	PARTICIPATING OUTLETS
97	WINSOME BABY WORLD SDN.BHD.
98	YIN ONN SDN. BHD
99	YONG FONG FLAGSHIP STORE SDN BHD
100	YONG KIANG MEDICAL ENTERPRISE
101	YYU BABY SHOP
102	ZONGHUA CHINESE MEDICINE CENTRE SDN BHD
103	98 CONVENIENT SHOP S/B