



Good food, Good life

PERADUAN MAKAN NESTLÉ ICE CREAM & MENANG SETIAP MINGGU

FAQ

Q1: How do I participate?

A: **STEP 1:** Purchase any participating NESTLÉ ICE CREAM products worth RM6 and above in a single original receipt/invoice from any in-store and/or online Outlets during the Promotion Period.

Every RM6 will be given 1 Serial Number.

Each original receipt/invoice is limited to 30 Serial Numbers.

For example:

For the purchase of participating NESTLÉ ICE CREAM products in a single Receipt/Invoice during the Promotion Period, the Organiser will allocate:

- (a) RM6.50 of participating NESTLÉ ICE CREAM products = 1 serial number
- (b) RM60.00 of participating NESTLÉ ICE CREAM products = 10 serial numbers
- (c) RM200.00 of participating NESTLÉ ICE CREAM products = 30 serial numbers

For the list of participating NESTLÉ ICE CREAM products, please visit the Promotion Website: <http://dearnestle.com.my/eat-nestle-ice-cream-and-win-every-week-contest>:

We will only accept the original printed receipt/invoice dated from 15/01/2024 till 08/03/2024.

STEP 2 (WhatsApp submission only):

- (1) Snap one (1) clear and legible picture/image in jpg or jpeg or png format of the Receipt complete with the Receipt Details. One (1) Image must contain only one (1) Receipt and the Image file must be less than 5MB.
- (2) Submit the Image via WhatsApp to **6018 322 8875**
(https://api.whatsapp.com/send/?phone=60183228875&text&type=phone_number&app_absent=0) from any mobile number registered in Malaysia.

- (3) You will receive an autoreply message prompting you to submit your Full Name and ID No (Personal Details) immediately following the format: **NIC#FULL NAME#ID NO** to complete your registration and entry submission (Entry)
For example: Type: *NIC#ADAM BIN AHMAD#010801145895* and send
- (4) 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 initially provided Personal Details.
- (5) The Organiser will send an auto-reply acknowledgment message for the first WhatsApp Entry received by each mobile number only.

Please save the cropped invoice image to show the required information **ONLY** so that the image details will be legible when submitting via WhatsApp.

Receipts/Invoices: The Receipt/Invoice can come in the form of printed receipt/invoice from point-of-sale systems, hand-written receipt/invoice, and/or e-receipt/invoice for online purchases. However, the Receipt/Invoice must bear the name and/or logo of the outlet at which the purchase was made. If this is absent, the Receipt/Invoice needs to be stamped with the official company stamp of the outlet at which the purchase is made. The Receipt/Invoice must also bear the date of purchase, Products purchased, purchase amount, Receipt/Invoice number, and name and/or logo of the outlet (Receipt Details).

The Organiser will extract all Entries received for further processing, verification, and qualifying. The Organiser shall reserve the right to disqualify any Entries with incomplete Personal Details, unclear and/or illegible Images and/or duplicate and/or containing more than one (1) Receipt. All Entries that do not meet the requirements stated herein shall be disqualified by the Organiser without further notification to the Participants.

The Organiser shall reserve the right to request evidence of the original Receipt hardcopy for verification and prize redemption. Failure to produce the original Receipt upon request will result in disqualification and forfeiture.

Q2: Where can I get more information about the promotion?

A: You can get more information about the promotion at:
<http://dearnestle.com.my/eat-nestle-ice-cream-and-win-every-week-contest>

Q3: Can I submit more than 1 entry?

A: Participants may submit as many entries as they wish, but **each unique image of one (1) receipt/invoice is ONLY eligible for one (1) entry submission via WhatsApp.**

The Organiser shall reserve the right to disqualify any Entries with incomplete Personal Details, unclear and/or illegible Images and/or duplicate and/or containing more than one (1) Receipt.

Q4: Will I receive a notification after I submit my entry?

A: Yes.

The Organiser will send an auto-reply acknowledgment message for the first WhatsApp Entry received by each mobile number only.

Q5: What is the age of participation and eligibility?

A: The Promotion is open to all individual legal residents of Malaysia with a valid identification document, aged 18 years and above as at the start of the Promotion Period (15/01/2024). The Organiser shall reserve the right to request evidence of identification documents.

Q6: What are the Promotion period and entry deadline?

A: The Promotion starts at 00:00:00 on 15/01/2024 and closes at 23:59:59 on 08/03/2024.

The Organiser must receive all Entries on or before 23:59:59 on 08/03/2024. All Entries received outside the Promotion Period will be automatically disqualified.

Q7: Is there a limit to the total number of serial numbers I can receive in a single receipt?

A: There is a limit to the serial number you can receive in a single receipt.

Every RM6 will be given 1 Serial Number.

Each original receipt/invoice is limited to 30 Serial Numbers.

Q8: What are the prizes offered for this promotion?

A: The prizes offered for this promotion are:

WEEKLY PRIZES TYPE	PRIZES DESCRIPTION
GRAND PRIZES x1 winner x8 weeks Total: 8 winners	One (1) YAMAHA Motorbike Y15ZR [OTR] <i>The Grand Prize is inclusive of the cost for standard registration, road tax and insurance. Any other additional and/or miscellaneous fees, costs and/or expenses to be incurred in connection with utilising and/or maintaining the Grand Prize shall be fully borne by and the sole responsibility of the Grand Prize winner</i>
FIRST PRIZES x1 winner x8 weeks Total: 8 winners	One (1) Samsung Galaxy Watch6 40mm
CONSOLATION PRIZES X9 winners x8 weeks Total: 72 winners	One (1) JBL Wave Beam TWS True Wireless In-Ear Headphones (at random)

Q9: What are the weekly periods for this promotion?

A: The eight (8) weekly periods are as per below:

Week 1: 15/01/2024 – 21/01/2024

Week 2: 22/01/2024 – 28/01/2024

Week 3: 29/01/2024 – 04/02/2024

Week 4: 05/02/2024 – 11/02/2024

Week 5: 12/02/2024 – 18/02/2024

Week 6: 19/02/2024 – 25/02/2024

Week 7: 26/02/2024 – 03/03/2024

Week 8: 04/03/2024 – 08/03/2024

Q10: How do you select the Winners?

A: The Organiser will extract all Entries received for further processing. All Entries that do not meet the requirements stated shall be disqualified by the Organiser. Unclear Images, illegible and incomplete Entries will be disqualified without further notification to the Participants for such disqualified Entries.

The Organiser will tabulate the Entries received and allocate a serial number[s] for each qualified Entry received according to the date and time received throughout the Promotion Period.

Weekly Consolation Prize Winners: Total qualified serial numbers allocated at the end of each weekly period throughout the entire promotion period will be divided by 9 to

derive the winning serial numbers for **Weekly Consolation Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

Weekly Grand Prize & First Prize Winners: Total qualified serial numbers allocated at the end of each weekly period throughout the entire promotion period will be divided by 2 to derive the winning serial numbers for the **Weekly Grand Prize & First Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

Weekly Grand Prizes: The 1st serial number will be selected as the **Weekly Grand Prize finalist**.

Weekly First Prizes: The 2nd serial number will be selected as the **Weekly First Prize finalist**.

Q11: How do you determine the Winners?

A: The Organiser will contact all Finalists **via WhatsApp Number 6018 322 8875** to the Finalist's mobile number which the Organiser received in the Qualified Entries. Each selected Finalist will be given one (1) question to answer. If a Finalist fails to answer correctly and/or fails to answer the question posted within the time stated, the Prize(s) will be forfeited. The Organiser will not be held liable in the event the selected Finalist cannot be contacted for whatever reasons.

If in doubt upon receiving the WhatsApp message, the participants may call the Nestlé Customer Service number: 1-800-88-3433 for confirmation.

Q12: How many prizes can participants win throughout the entire promotion period?

A: Each participant may only win:

PRIZES TYPE	NUMBER OF PRIZES TO BE WON
WEEKLY GRAND PRIZE	One (1)
WEEKLY FIRST PRIZE	One (1)
WEEKLY CONSOLATION PRIZE	One (1)

Q13: How do I know if I've won any Prize(s)?

A: As mentioned in Q11, Finalists will receive a WhatsApp message for a question session and must answer 1 question correctly within the stipulated time to win their prize.

Upon confirmation of the winners, the Winners' Announcement will be featured on the Organiser's website as & when available at: <http://dearnestle.com.my/eat-nestle-ice-cream-and-win-every-week-contest> by 09/02/2024 onwards and complete winners announcement by 31/03/2024.

Q14: How can I claim my prize?

A: The Organiser's service provider will contact all Finalists via WhatsApp from **6018 322 8875** to the mobile number from which the Organiser received in the Qualified Entries. Upon request, all Winners must provide their required and personal details to the Organiser for prizes fulfilment, without which the Organiser may not be able to fulfil such prizes.

WEEKLY 1ST PRIZE & WEEKLY CONSOLATION PRIZE: All Weekly 1st Prizes and Consolation Prizes will be delivered via courier to the address from which the Organiser received via WhatsApp within 6 – 8 weeks from the closing date of the Promotion.

WEEKLY GRAND PRIZE: Winner's letter on the prize information will be delivered via courier to the winners' address which the Organiser received via WhatsApp within 6-8 weeks after the promotion has ended. Winners will also be contacted by the relevant vendors for prizes redemption. All Weekly Grand Prize winners shall at their own costs and expenses be liable and responsible for the miscellaneous fees and charges that are required by the winners to utilize the prize won.

ALL unclaimed prizes after the deadline set by the Organiser in the winner's notification for prize collection will be forfeited.

The Organiser reserves the right to substitute any prize for an alternative of equal or greater value.

Q15: Whom should I call for further information?

A: You may call the Nestlé Customer Service Number: 1-800-88-3433 for any assistance you may require.

NOTE:

Consumers are encouraged to periodically check and read the Promotion T&C on the website for any additional terms as stated below:

Promotion Terms & Conditions:

- 1.2 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 (as changed).