



Good food, Good life

## **FREQUENT ASKED QUESTIONS**

- Contest:** PROGRAM NESTLE EVERYDAY BELI & TEBUS 2024
- Contest Period:** 01/03/2024 – 30/04/2024
- Participating Product:** NESTLE EVERYDAY 250g, 500g, 800g, 1.5kg
- Submission Method:** Participants will have to buy a minimum of RM20 participating products and submit their proof of purchase via online submission by filling up a form @ [nes.tl/BeliTebuswithNestleEveryday](https://nes.tl/BeliTebuswithNestleEveryday)

### **Q1: HOW TO PARTICIPATE & REDEEM:**

**A:** **Step 1:** Purchase a minimum of RM20 worth of participating NESTLE EVERYDAY product (250g, 500g, 800g, 1.5kg) from any instore outlets (“Receipt”) and/or invoice screenshot from any online platform (“Invoice”) during the Promotion Period

**Step 2:** Log on to [nes.tl/BeliTebuswithNestleEveryday](https://nes.tl/BeliTebuswithNestleEveryday) & fill up the necessary details. (Please see the snapshot below of the form which will need to be filled up completely), select the e-wallet preferred. Example:

Please fill up your details below to be eligible for the contest.

IMPORTANT NOTICE: NANKID OPTIPRO 3 AND NANKID OPTIPRO HA 3 are Formulated Milk Powder for Children 1 year old & above.

First Name\*

Last Name\*

IC Number\*

Mobile Number\*

+6

Please ensure the number is WhatsApp enabled

Email\*

Address 1\*

Address 2

Postcode\*

City\*

State\*

Please Select State

Outlet Location\*

Please Select Outlet Name

Upload / snap photo of your receipt \*

File must be less than 2 MB. Allowed file types: jpg jpeg png. Please ensure product purchased, receipt date and outlet name to be visible and clear on the photo submitted. Tip: Fold your receipt if it's too long.

Choose File | No file chosen

Consent to use Personal Data \*

By registering, I agree to the [Terms and Conditions](#) and the [Privacy Notice](#).

I would like to join Nestlé Start Well & Stay Well club and receive updates on Nestlé's

**Step 3:** Snap a photo of the receipt & upload to the microsite

**Step 4:** Once the redemption entries are verified, agency will fulfill the redemption within 14 days upon submission of entries.

**Q2: HOW TO PARTICIPATE IN THIS CAMPAIGN?**

A: You can participate VIA filling in the relevant details in the MICROSITE ONLY @ [nes.tl/BeliTebuswithNestleEveryday](https://nes.tl/BeliTebuswithNestleEveryday)

**Q3: What are the redemption items?**

A: There are 2 tiers to the redemption

<b>RM20 Participating Products Purchased</b> <b>[in a single receipt]</b>	<b>Quantity</b>	<b>T&amp;G, BOOST OR SARAWAK PAY</b> <b>E-Wallet</b>
NESTLE EVERYDAY	RM20	RM3 (60,000 maximum qty)

**Q4: What is the age of participation?**

A: The Promotion is strictly for legal residents of Malaysia aged 18 years and above and with a valid identification document and residential address in Malaysia. The Organiser shall reserve the right to request for evidence of identification documents.

**Q5: Can I accumulate my receipts?**

A: NO, only 1 receipt/photo can be submitted during submission period.

**Q6: What are the participating products?**

A: Participating NESTLE EVERYDAY products are as below:

- i. EVERYDAY 250g
- ii. EVERYDAY 500g
- iii. EVERYDAY 800g
- iv. EVERYDAY 1.5KG

**Q7: How will the redemption item be sent to me?**

A: The Organiser's Service Provider will send the Touch 'n Go e-wallet pin code[s] to all verified and successful Participants via **WhatsApp from 6018 388 0131 [the Organiser's Agency – Omniteam Sdn Bhd]** to the mobile numbers from which the Organiser received in the Form within 14 days.

The Organiser will not be held liable in the event the Participants cannot be contacted for whatever reasons.

All unclaimed e-wallet pin code[s] after 31/08/2024 will be forfeited.

**Q8: Can I redeem more than once?**

**A:** No, each unique phone number or Identification can only redeem one time only

**Q9: Do I have to keep the receipt after I submitted my entry?**

**A:** Yes. The Organiser shall reserve the right to request for evidence of the hardcopy POP for verification and gift redemption. Failure to produce the hard copy of the POP upon request will result in disqualification and gift forfeiture.

**Q10: Can I use a handwritten receipt given by a participating outlet?**

**A:** The Receipt can come in the form of hand-written receipts and/or printed receipts from Point of Sale systems. However, the Receipt must bear the receipt number and name and/or logo of the outlet and at where the purchase was made.

If this is absent, the Receipt needs to be stamped with the official company stamp of the outlet at where the purchase is made.

**Q11: What is the redemption validity period?**

**A:** Redemption will be from 1st March – 30 April 2024

**Q12: What if the receipt I submitted is more than the required amount?**

**A:** The balance amount will be forfeited.

**Q13: What is the hotline for this Promotion?**

**A:** You may contact the Customer Service number: 1-800-88-3433 for any assistance which you may require.

**Q14: Where can we get more information about the redemption program?**

**A:** For more information on the redemption program, please visit our campaign page @ [nes.tl/BeliTebuswithNestleEveryday](https://nes.tl/BeliTebuswithNestleEveryday)

**Q15: What is the copy that will be sent to the qualified & disqualified consumer?**

**A:** Please refer to the below for the sample of WHATSAPP messages:

### Qualified Message:

PROGRAM NESTLÉ EVERYDAY BELI & TEBUS (01/03/2024 – 30/04/2024)

[Name], Thank you for your participation.

Please refer below for your e-Wallet pin code.

Terima kasih atas penyertaan anda.

Sila rujuk di bawah untuk kod pin E-wallet anda.

RM3\* Touch 'n Go e-Wallet/BOOST/SARAWAK PAY pin code / kod pin E-wallet Touch 'n Go/BOOST/SARAWAK PAY:  
\*0088800888

Code expiry date / Tarikh luput kod : 31/08/2024

Terms & Conditions Apply. / Tertakluk kepada Terma & Syarat.

Consumer Services Contact No / No. Talian Khidmat Pengguna : 1800 88 3433

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### Disqualified Message:

PROGRAM NESTLÉ EVERYDAY BELI & TEBUS (01/03/2024 – 30/04/2024)

Please be informed that your entry/submission is disqualified due to one of the reason below:

Adalah dimaklumkan bahawa penyertaan/penyerahan anda dibatalkan kerana salah satu sebab di bawah:

[1] Image unclear or illegible / Butiran imej tidak jelas atau tidak boleh dibaca

[2] Duplicate receipt used / Resit berganda digunakan

[3] Product required to participate is insufficient / Produk yang diperlukan untuk mengambil bahagian tidak mencukupi

[4] You have reached the maximum redemption allocated for each tier / Anda telah mencapai penebusan maksima yang diperuntukkan untuk setiap peringkat

Thank you.

Consumer Services Contact No / No. Talian Khidmat Pengguna : 1800 88 3433

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