



## MERDEKA REWARDS REDEMPTION CAMPAIGN

### FAQ

#### Q1: How do I participate?

- a. A: **STEP 1:** purchase a minimum of 3 TINS of any participating NUTREN 800g or 850g range [“Minimum Purchase”] in a single original receipt from participating and online outlets as stated in Promotion Website. Please note that e-commerce platforms like Lazada, Shopee and such other similar platforms are excluded during the Promotion Period.

The participating NUTREN products are as per listed below:

- NUTREN OPTIMUM 800g
- NUTREN OPTIMUM 800g SAVE RM6
- NUTREN OPTIMUM 2x800g FREE Lunch Box Bundle Box
- NUTREN OPTIMUM 2x800g FREE Shoulder Bag Bundle Box
- NUTREN OPTIMUM 2x800g FREE Tumbler Bundle Box
- NUTREN FIBRE 800g
- NUTREN FIBRE 800g SAVE RM6
- NUTREN FIBRE 2x800g FREE Lunch Box Bundle Box
- NUTREN FIBRE 2x800g FREE Shoulder Bag Bundle Box
- NUTREN FIBRE 2x800g FREE Tumbler Bundle Box
- NUTREN JUNIOR 800g/850g
- NUTREN JUNIOR 850g SAVE RM6
- NUTREN JUNIOR 2x850g SAVE RM12 Bundle Box
- NUTREN JUNIOR 2x850g FREE Thermos Food Jar Bundle Box
- NUTREN JUNIOR 2x850g FREE Lunch Box Bundle Box
- NUTREN UNTUK DIABETIK 800g
- NUTREN GLUCOBALANCE 800g
- NUTREN GLUCOBALANCE 800g FREE Mitten
- NUTREN GLUCOBALANCE 2x800g FREE Lock n Lock Container Bundle Box

**STEP 2:** Visit the Promotion website and complete the redemption form at: <https://www.dearnestle.com.my/nutren-buy3redeem30> (Updated to <https://www.nestlehomeofgood.com.my/good-deals/buy-nutrenr-and-get-rewarded-0>) or scan the QR codeshown on the communication materials at participating Outlets.

**STEP 3:** Complete all the required personal details in the web form provided on the Promotion Website.

**STEP 4:** Snap one (1) clear and legible picture/image in jpg, jpeg, or png format of the Receipt/Invoice complete with the Receipt/Invoice Details. One (1) Image must contain a picture of one (1) Receipt/Invoice only and the file must be less than 2MB. Upload the Image on the web form and submit.

**Instore receipt:** The Receipt can come in the form of printed receipts from point-of-sale systems, hand-written receipts, and/or e-receipts for online purchases. However, the Receipt must bear the name and/or logo of the outlet at which the purchase was made. If this is absent, the Receipt needs to be stamped with the official company stamp of the outlet at which the purchase is made.

The Receipt must also bear the date of purchase, Products purchased, purchase amount, Receipt number, and name and/or logo of the outlet.

**Online Invoice:** The Invoice can come in the form of a screenshot of the invoice and/or order for online purchases. The Invoice must bear the name and/or logo of the online platform and/or merchant at which the online purchase was made. For online purchases with promotion codes and/or discount vouchers, the final paid amount must be the Minimum Purchase amount and above to qualify.

The Invoice must also bear the date of purchase, Products purchased, purchase amount, order and/or invoice number, and name and/or logo of the online platform and/or merchant.

### EXAMPLE receipt/invoice image

#### (1) Instore Receipt - ACCEPTED

**ACCEPTED PRINTED RECEIPTS FROM POINT-OF-SALE SYSTEM**

**Lotus's**  
IPOH STATION 18

LOTUSS STORES (MALAYSIA) SDN BHD  
(Reg No. 200001018812 (521419-K))  
0283359000000 HSAVS DUHH 0.00  
09556001004727 HILO (SOFT 32.99  
09556001004727 HILO (SOFT 32.99  
09557014000072 STAR TEPOH 1.60  
09557014000072 STAR TEPOH 1.60  
09555995600223 LACTEL BLI 3.79  
09555995600223 LACTEL BLI 3.79  
SUB-TOTAL 80.76  
BUY 2 FOR RM 9.5 -2.08  
-2.08  
TOTAL TO PAY 78.68  
02200032059245 T GREEN BA 0.00  
02200032059245 T GREEN BA 0.00  
02200032059245 T GREEN BA 0.00  
TOTAL 78.68  
02200032059245 T GREEN BA 0.00  
TOTAL 78.68  
MASTERCARD 78.70  
524312\*\*\*\*0028  
Rounding -0.02  
CHANGE DUE 0.00

\*\*\*\*\*  
↓  
IMPORTANT NOTICE!!  
Download Lotus's app now &!  
Enjoy great rewards including earn and!  
burn points to save!  
on your shopping with Lotus's!!  
\*\*\*\*\*  
HY LOTUS'S ID 63400\*\*\*\*\*5083  
HY LOTUS'S POINTS THIS VISIT: 78  
TOTALS UPTO: 04/11/22 1131  
\*\*\*\*\*  
THANK-YOU FOR SHOPPING AT LOTUS'S  
04/11/2022 21:34 05023 008 1008 6870

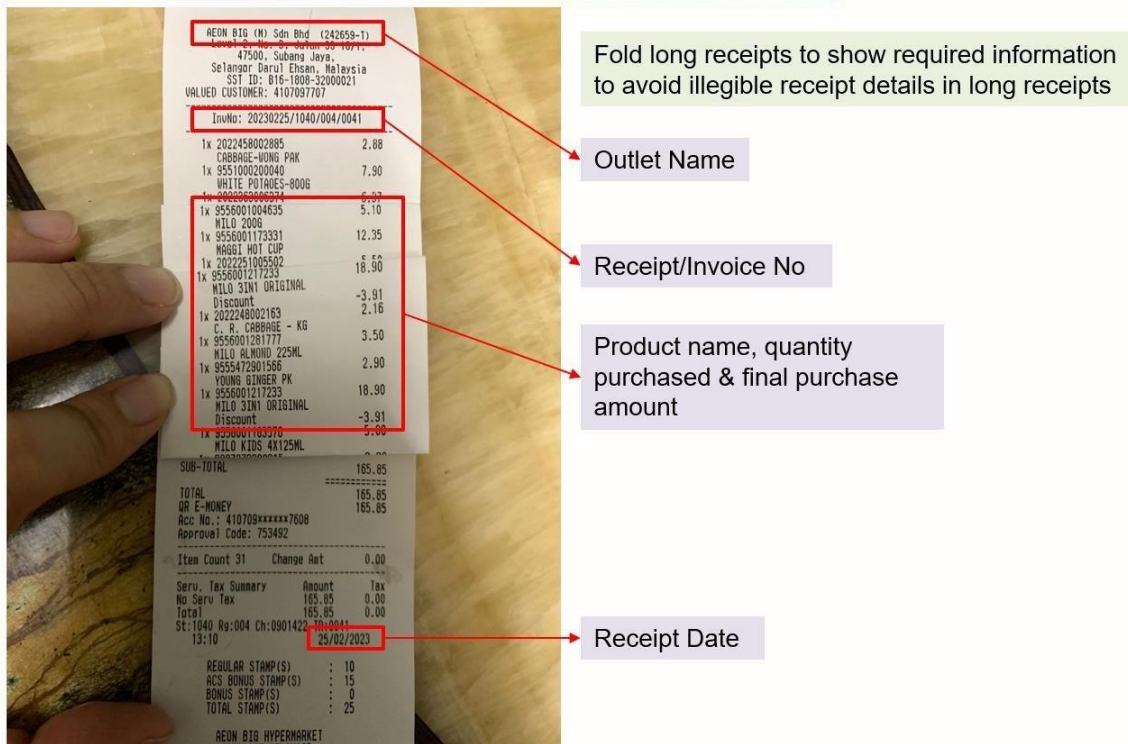
Outlet Name

Product name, quantity purchased & final purchase amount

Receipt/Invoice No

Receipt Date

## ACCEPTED PRINTED RECEIPTS FROM POINT-OF-SALE SYSTEM



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

A: You can get more information about the promotion at:  
<https://www.dearnestle.com.my/nutren-buy3redeem30> (Updated to  
<https://www.nestlehomeofgood.com.my/good-deals/buy-nutrenr-and-get-rewarded-0>)

**Q3: Can I submit more than 1 entry?**

A: Each unique identification number and unique mobile number is ONLY eligible for ONE entry submission.

The Organiser shall reserve the right to disqualify any entries with reprinted receipt/invoice and/or duplicated receipt/invoice and/or containing more than one (1) receipt/invoice.

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

A: Yes, there will be an auto-reply acknowledgment message upon submission of the Registration Form via the Website.

**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 (15/08/2024). 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 August 2024 and closes at 23:59:59 on 15 October 2024.

All Entries must be received by the Organiser on or before 23:59:59 on 15 October 2024. All Entries received outside the Promotion Period will be automatically disqualified.

**Q7: What are the prizes offered for this promotion and how can I redeem them?**

A: The Redemption e-Wallets are divided into two (2) categories as per below:

| CATEGORY | PARTICIPANTS RESIDING IN | E-WALLET TYPE                               |
|----------|--------------------------|---|
| 1        | Peninsular Malaysia      | one (1) RM30 Touch 'n Go eWallet Reload PIN |
| 2        | Sabah & Sarawak          | one (1) RM30 Boost Credit Redemption Code   |

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

A: For each qualified Entry received, the Participant may only redeem one (1) e-Wallet regardless of any amount purchased more than the minimum purchase in a single receipt/invoice.

For example:

- If Participant A purchases 03 tins of Products in a single receipt/invoice during the Promotion Period, he/she is entitled to redeem one (1) e-Wallet only.
- If Participant B purchases 10 tins of Products in a single receipt/invoice during the Promotion Period, he/she is also entitled to redeem one (1) e-Wallet only.

Each Participant [by unique identification number and unique mobile number as per submission] may only redeem up to a maximum of one (1) e-Wallets throughout the Promotion Period.

**Q9: How do I get my redeemed e-Wallet?**

A: Participants residing in Peninsular Malaysia: The Organiser's service provider will send the codes for Touch 'n Go eWallet Reload PIN to the Participants via the Promotion Official WhatsApp Number at + **6016-673 6390** to mobile numbers of all the verified and successful Participants within fifteen [15] working days from the Entry submission.

Participants residing in Sabah & Sarawak: The Organiser's service provider will send the Boost Credit Redemption Code to the Participants via the Promotion Official WhatsApp Number at + **6016-673 6390** to mobile numbers of all the verified and successful Participants within fifteen [15] working days from the Entry submission.

The Organiser will not be held responsible if any of the e-Wallet cannot be delivered or deployed to the Participants due to any change, error and/or difference in the mobile contact number submitted to the Organizer during Promotion Entry submission.

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

**Q10: How many e-Wallet Redemptions are available to be redeemed during the Promotion period?**

A: The Redemption is limited to the first two thousand (2,000) qualified entries received throughout the Promotion Period.

In the event a total of first two thousand (2,000) combined e-Wallet Redemptions are completely redeemed, the Organiser will update the status in the Promotion Website at:

<https://www.dearnestle.com.my/nutren-buy3redeem30>. (Updated to <https://www.nestlehomeofgood.com.my/good-deals/buy-nutrenr-and-get-rewarded-0>)

**Q11: When must I claim the e-Wallet that I receive via WhatsApp?**

A: All unclaimed e-Wallet after the deadline set by the Organiser as stated in the WhatsApp messages will be forfeited. The Organiser reserves the rights to substitute any prize for an alternative of equal or greater value.

All Participants must abide by the terms and conditions of the vendors and parties arranging and providing the e-Wallet credit[s]. The following are the terms and conditions of the vendors:

- i. Usage of the Touch 'n Go eWallet Reload PIN is subject to Touch 'n Go Sdn Bhd (TNG Digital Sdn Bhd) Terms & Conditions; <https://www.touchngo.com.my/assets/pdf/user-tnc.pdf>
- ii. Usage of the Boost Credit Redemption Code is subject to Axiata Digital eCode Sdn Bhd Terms & Conditions; <https://www.myboost.com.my/terms/>

The Organiser reserves the right at its absolute discretion to extend the timeline of e-Wallet delivery as the Organiser deems necessary. The Organiser will not be held liable in the event of non-receipt or delayed delivery of the e-Wallet[s] to the Participant[s]. All unclaimed e-Wallet[s] will be forfeited as per the granted pin's expiry date.

**Q12: Will I be notified if my entry has been disqualified?**

A: You will not be notified if your entry has been disqualified.

**Q13: 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).