Good food, Good life

Frequently Asked Questions (FAQs)

NUTREN® GLUCOBALANCE® WORLD DIABETES DAY SPECIAL CASHBACK CAMPAIGN

1. **How do I participate in the NUTREN® GlucoBalance® World Diabetes Day Special Cashback Campaign?**
   To participate, you will need to:
   - Purchase either one of the Participating NUTREN® GlucoBalance® Products in a single receipt during the Promotion Period.
   - Visit the official campaign website and complete the online entry form.
   - Upload a clear image of your receipt/invoice and submit your entry.

2. **What is this Campaign Period?**
   - The Promotion runs from 14 October 2026, 00:00:00 to 14 December 2026, 23:59:59.

3. **Who is eligible to join?**
   - The Promotion is open to all legal residents of Malaysia who hold a valid identification document (National Registration Identity Card (MyKad), Police ID, or Armed Forces ID), and are 18 years old and above as of the start of the Promotion Period.

4. **What are the Participating Products for this Campaign?**
   - The Participating NUTREN® GlucoBalance® Products are:
     - ONE (1) unit of NUTREN® GlucoBalance® Vanilla 800g; OR;
     - TWO (2) units of NUTREN® GlucoBalance® Vanilla 400g.

5. **Which NUTREN® GlucoBalance® products are NOT eligible for this Campaign?**
   - This promotion is NOT valid for the purchases of NUTREN® GlucoBalance® promotion packs, including but not limited to the following:
     - NUTREN® GlucoBalance® Twin Pack (800g x 2)
     - NUTREN® GlucoBalance® Jumbo Pack (800g x 2 + 400g or FOC with other product/merchandise); and
     - NUTREN® GlucoBalance® Jumbo Pack (2kg).

6. **Are there any participating retailers?**
   - You may purchase from any pharmacies, hospitals, baby stores, supermarkets, Chinese Medical Halls (“CMH”) and official online merchants that carry the Participating Products.

7. **What do I need to complete to qualify?**
   You must:
   - Visit the Campaign Promotion Page: https://www.nestlehomeofgood.com.my/good-deals/ngb-rm10cashback
   - Fill in all required fields in the online form.
   - Upload a clear receipt (Proof of Purchase) showing the purchase of Participating NUTREN® GlucoBalance® Products within the Promotion Period. Accepted formats: JPG, PNG, or PDF. Maximum file size: 10MB.
   - Submit your entry within the Promotion Period.

8. **What constitutes a valid receipt?**
   - An original receipt showing the purchase of either one of the Participating NUTREN® GlucoBalance® Products from any participating offline & online retailers during the Promotion Period is required.
   - The receipt must clearly display the date of purchase, Participating Products purchased, Participating Products purchase amount, Receipt number, and the name and/or logo of the outlet.
   - Handwritten receipts, or receipts without a clear indication of the product(s), retailer, or purchase date will not be accepted.

9. **What can I redeem in this Campaign?**
   - For every successful redemption, you will receive one (1) RM10 Touch 'n Go eWallet Reload PIN, up to a maximum of two (2) PINs per unique Participant throughout the Campaign Period.

10. **What is the redemption cap for this Campaign?**
    - A total of 3,500 units of RM10 Touch 'n Go eWallet Reload PINs are available on a first-come, first-served basis. Redemption will end once all 3,500 PINs have been fully redeemed or when the Campaign Period ends, whichever comes first.
    - Each Participant may receive a maximum of two (2) units of RM10 Touch 'n Go eWallet Reload PINs throughout the Promotion Period, based on the same unique MyKad number and mobile phone number.
    - The Entry will be automatically rejected if the redemption cap is reached.

11. **What qualifies as a successful redemption to receive the RM10 Touch 'n Go eWallet Reload PIN?**
    - To receive one (1) RM10 Touch 'n Go eWallet Reload PIN, purchase either of the following in a single receipt:
      - 1 unit of NUTREN® GlucoBalance® Vanilla 800g; OR
      - 2 units of NUTREN® GlucoBalance® Vanilla 400g
    - If your single receipt contains 2 units of NUTREN® GlucoBalance® 800g or 4 units of NUTREN® GlucoBalance® 400g, you are eligible to receive two (2) RM10 Touch 'n Go eWallet Reload PINs separately (RM20 in total).

12. **Can I participate more than once?**

- Yes, you may submit more than one (1) entry for this Campaign.
- However:
    - Each submission must be accompanied by a unique receipt.
    - Each receipt can only be used for one (1) entry.
    - Receipts submitted in separate entries will not be combined or cumulative.
- Once you have received two (2) successful redemptions, any subsequent entries submitted during the Campaign Period will be automatically rejected.

13. How will I be contacted if my redemption is successful?

- If your redemption is successful, you will receive your RM10 Touch 'n Go eWallet Reload PIN via WhatsApp from +6011 6066 3083 (managed by our service provider, MediaCliQ), within seven (7) working days after your entry has been successfully validated.

14. Will I be notified if my redemption is unsuccessful?

- Yes. You will be notified via WhatsApp from +6011 6066 3083 (managed by our service provider, MediaCliQ), within seven (7) working days after your entry has been processed. The notification will include the reason for the unsuccessful redemption.
- To ensure you receive our communication, please save this +6011 6066 3083 in your contacts.

15. What if I submitted incomplete or incorrect information?

- Incomplete, illegible, duplicated, or falsified entries will be disqualified without prior notice. Please ensure all details submitted are correct.

16. Do I need to keep the receipt(s) that I submitted?

- Yes. You are required to keep all receipt(s) submitted for this Campaign. The Organiser reserves the right to request the original receipt(s) for verification purposes. Failure to provide the requested receipt(s) may result in disqualification.

17. Are the prizes transferable or exchangeable?

- No. Prizes are non-transferable and cannot be exchanged for cash, credit, vouchers or other items.

Where the FAQ of the Contest is prepared in English and any other language(s), in the event of any inconsistency between the English language and the other language(s), the English language version shall prevail and govern in all respects.