Good food, Good life

IMPORTANT NOTICE:
NUTREN® GLUCOBALANCE® WORLD DIABETES DAY SPECIAL CASHBACK CAMPAIGN ["PROMOTION"]
CHANGES TO TERMS AND CONDITIONS

These changes [Version 1.1] to the Terms and Conditions Version 1 – Clauses 5 [https://www.nestlehomeofgood.com.my/good-deals/ngb-rm10cashback] in respect of the Promotion shall take effect immediately and supersede to the extent of any inconsistency with the Terms and Conditions.

TERMS AND CONDITIONS [VERSION 1.1]

A: Schedule to Conditions of Entry

5. **Participating Products:**	a. Please refer below for the list of participating NUTREN® GlucoBalance products ("Participating Products"): i. ONE (1) unit of NUTREN® GlucoBalance® Vanilla 800g; OR; ii. TWO (2) units of NUTREN® GlucoBalance® Vanilla 400g. b. This promotion is NOT valid for the purchases of NUTREN® GlucoBalance® promotion packs, including but not limited to the following: i. NUTREN® GlucoBalance® Twin Pack (800g x 2) ii. NUTREN® GlucoBalance® Jumbo Pack (800g x 2 + 400g or FOC with other product/merchandise); and iii. NUTREN® GlucoBalance® Jumbo Pack (2kg).

TERMS AND CONDITIONS [VERSION 1]

A. Schedule to Conditions of Entry

1. **Organiser:**	Nestlé Products Sdn. Bhd. (197901000966).
2. **Promotion:**	NUTREN® GLUCOBALANCE® WORLD DIABETES DAY SPECIAL CASHBACK CAMPAIGN
3. **Promotion Period:**	The Promotion starts at 00:00:00 on 14/10/2026 and closes at 23:59:59 on 14/12/2026.

4. **Eligibility:**	a. The Promotion is open to all legal residents of Malaysia with a valid identification document, aged 18 years and above as at the start of the Promotion Period ("Participants"). b. The Organiser shall reserve the right to request for evidence of identification documents.
5. **Participating Products:**	Please refer below for the list of participating NUTREN® GlucoBalance products ("Participating Products"): a. ONE (1) unit of NUTREN® GlucoBalance® Vanilla 800g; OR; b. TWO (2) units of NUTREN® GlucoBalance® Vanilla 400g. This promotion is not valid for the purchases of NUTREN® GlucoBalance® promotion packs, including the Twin Pack (800g x 2).
6. **Participating Outlets:**	All pharmacies, hospitals, baby stores, supermarkets, Chinese Medical Halls ("CMH") and official online merchants that carry the Participating Products.
7. **Participation Method and Proof of Purchase**	a. To participate in this Promotion, purchase either one of the Participating Products ("Minimum Purchase") in a single original receipt from any instore outlets and/or receipt screenshot from any online platform ("Receipts") during the Promotion Period. b. Instore Outlets Receipts: i. The Receipt can come in the form of printed receipts from point-of-sale systems for instore outlet purchases. ii. The Receipt must bear the date of purchase, Participating Products purchased, Participating Products purchase amount, Receipt number, and the name and/or logo of the outlet at which the purchase was made ("Receipt Details"), or alternatively, be stamped with the outlet's official company stamp if the name and/or logo is not available. c. Online Merchants Receipts: i. The Receipt can be in the form of a screenshot of receipt for online purchases from any online merchants. ii. The Receipt must also bear the date of purchase, Participating Products purchased, Participating Products purchase amount, receipt number, and name and/or logo of the online merchant ("Receipt Details") at which the online purchase was made. d. Handwritten receipts will not be accepted. The Organiser reserves the right to reject any receipts that do not clearly indicate the purchased products, receipt number, retailer name, and purchase date. **Entries Submission via Promotion Website Contest Form ("Promotion Website Contest Form")**

	e. Visit the Promotion Website Contest Form at: https://www.nestlehomeofgood.com.my/good-deals/ngb-rm10cashback or click on the URL from any of the communication materials sent by the Organiser and complete the Promotion Website Contest Form. f. Participants must complete all the mandatory details required as stated in the Promotion Website Contest Form. g. Snap one (1) clear and legible picture/image in JPG, JPEG or PNG format of the Proof of Purchase with the Receipt Details ("Proof of Purchase"). The image size must be less than 10MB. h. Upload the image of Proof of Purchase on the Promotion Website Contest Form, agree to the Contest Terms & Conditions and Privacy Policy and click 'Submit' ("Entry"). i. The Organiser will reply with a Thank You message for each successful entry received. j. There is only one (1) method of submitting an Entry, which is **via the Promotion Website Contest Form**. All other methods of submission will be disqualified. k. Participants may submit as many Proofs of Purchase as they wish but each Proof of Purchase is ONLY eligible for one (1) Entry submission. **Proof of Purchase** submitted in separate entries will not be cumulative. l. In any event, the redemption is subject to the redemption cap as stated in Clause 9 below. m. Each unique participant is defined as an individual with a distinct identification number (e.g., National Registration Identity Card (MyKad), Police ID, or Armed Forces ID) and a unique mobile number. n. The Organiser reserves the right to disqualify any Entry containing unclear, illegible, duplicate, reprinted, damaged, altered, or modified Proof of Purchase, including Entries containing more than one (1) Proof of Purchase or Proofs of Purchase with incomplete details, without prior notice to the Participant. o. Each Entry received will be verified and approved by the Organiser to be a qualified entry (each a "Qualified Entry" and collectively the "Qualified Entries"). The Organiser reserves the right to disqualify any Entry that fails to comply with the Terms & Conditions, including but not limited to: mismatched or incomplete personal details, unclear or duplicate entries based on NRIC, or mobile number. All entries will be screened for duplication based on the mandatory information provided in the Promotion Website Contest Form. Any duplicate entries and/or entries that do not meet the eligibility criteria stated herein will be disqualified at the sole discretion of the Organiser. p. The Organiser reserves the right to request for evidence of the hardcopy or softcopy (where applicable) of the original Proof of Purchase as per image received in the Qualified Entry for verification and prize redemption. Failure to

	produce the hardcopy or softcopy (where applicable) of the original Proof of Purchase upon request will result in disqualification and forfeiture.
8. **Entry Deadline:**	All entries must be received by the Organiser on or before 23:59:59 on 14/12/2026. All entries received outside the Promotion Period will be automatically disqualified.
9. **Redemption Details:**	a. For each Qualified Entry received, the Participant may redeem at least one (1) and a maximum of two (2) Touch 'n Go eWallet Reload PINs worth RM10 each, based on the Participating Products purchased, throughout the Promotion Period. For example: i. If you purchase of one (1) NUTREN® GlucoBalance® Vanilla 800g in a single receipt, you are eligible to redeem one (1) Touch 'n Go eWallet Reload PINs worth RM10. ii. If you purchase of two (2) NUTREN® GlucoBalance® Vanilla 800g in a single receipt, you are eligible to redeem two (2) Touch 'n Go eWallet Reload PINs worth RM10 each, issued as two (2) separate Touch 'n Go eWallet Reload PIN codes. iii. If you purchase of two (2) NUTREN® GlucoBalance® Vanilla 400g in a single receipt, you are eligible to redeem one (1) Touch 'n Go eWallet Reload PINs worth RM10. iv. If you purchase of four (4) NUTREN® GlucoBalance® Vanilla 400g in a single receipt, you are eligible to redeem two (2) Touch 'n Go eWallet Reload PINs worth RM10 each, issued as two (2) separate Touch 'n Go eWallet Reload PIN codes. b. The Redemption is limited to three thousand five hundred units (3,500) Touch 'n Go eWallet Reload PINs and will be awarded on a first-come, first-served basis, until all Reload PINs have been fully redeemed or until the end of the Promotion Period, whichever occurs first. c. In the event the total of Redemptions are completely redeemed, the Organiser will update the status in the Promotion Website and Outlets. d. **Participant Redemption Cap:** Each Participant, with the same unique MyKad number and mobile phone number, is eligible to redeem up to two (2) Touch 'n Go eWallet Reload PIN throughout the Promotion Period. The Entry will be automatically rejected if the redemption cap is reached.
10. **Additional Terms:**	a. The Organiser will send out the Touch 'n Go eWallet Reload PINs to Qualified Entries via WhatsApp from +6011 6066 3083 (managed by the Organiser's service provider, MediaCliQ) to the mobile number submitted in the Qualified Entries, within seven (7) working days upon validation of Qualified Entries. The Organiser will not be held liable in the event the Participants cannot be contacted for whatever reasons.

	b. All Winners must provide complete and accurate personal details as requested by the Organiser for prize fulfilment. Failure to do so may result in prize forfeiture. The Organiser reserves the right to disqualify any Entry or Winner if the personal details (including full name, identification number, and mobile number) are found to be inaccurate or incorrect at any time. The Organiser shall not be held liable in the event that the Winners cannot be contacted via WhatsApp for any reason. c. The Organiser reserves the right to request the Winner to send their full name as per NRIC and NRIC in text format for verification purposes to the designated WhatsApp number +6011 6066 3083. Failure to comply will result in disqualification and prize forfeiture. In the event that the Organiser suspects any element of fraud, falsification, or mismatched of information than the one submitted in the Promotion Website Contest Form, the Organiser reserves the right to disqualify the winner and select a replacement. d. All unclaimed eWallet Reload PIN after the deadline set by the Organiser as stated in the WhatsApp messages will be forfeited. e. All Winners must comply with the terms and conditions of any third-party provider or organiser involved in the arrangement or fulfilment of the prizes, including any terms attached to the prizes themselves. f. Terms & Conditions for Touch 'n Go eWallet Reload PINs, include but not limited to the following: - i. The Organiser will not be held responsible if the Touch 'n Go eWallet Reload PINs cannot be delivered or deployed to the Participants due to any change, error and/or discrepancy in the mobile contact number submitted to the Organiser during Promotion Entry submission and/or due to issues with the Participants' WhatsApp application or mobile device settings. ii. The Organiser will fulfil the Touch 'n Go eWallet Reload PINs within seven (7) working days upon validation of Qualified Entries. iii. The Organiser reserves the right, at its absolute discretion, to extend the timeline for the delivery of the Touch 'n Go eWallet Reload PIN as deemed necessary. The Organiser shall not be held liable for any non-receipt or delayed delivery of the Touch 'n Go eWallet Reload PIN to the Participant(s). All unclaimed Touch 'n Go eWallet Reload PIN(s) shall be forfeited upon expiry of the granted PIN. iv. Usage of the Touch 'n Go e-Wallet Reload PIN is subject to the terms and conditions of Touch 'n Go Sdn Bhd (TNG Digital Sdn Bhd): https://www.touchngo.com.my/assets/pdf/user-tnc.pdf v. The Organiser reserves the right, at its absolute discretion, to substitute any Touch 'n Go eWallet Reload PIN(s) with another premium of similar value at any time without prior notice. All Touch 'n Go eWallet Reload PIN(s) are provided on an "as is" basis and are not exchangeable for cash, credit, other items, or vouchers, whether in part or in full.

*This **Schedule to Conditions of Entry** must be read together with the **Conditions of Entry and Privacy Notice** available at https://www.nestlehomeofgood.com.my/good-deals/ngb-rm10cashback, collectively "Terms and Conditions" and shall be binding on all participants (and the parent/legal guardian of the participant, in the case of a minor participant) who participate in this Promotion (hereinafter referred to as "Participants", "Participant", "You", "you", "your").*

B: Conditions of Entry

1. Introduction

1.1 This Conditions of Entry are to be read together with the Schedule to Conditions of Entry. To the extent that there is any inconsistency between the Conditions of Entry and the Schedule to Conditions of Entry, the Schedule to Conditions of Entry prevails. The Conditions of Entry and the Schedule to Condition of Entry shall collectively be referred to as the "Terms and Conditions". Each capitalized term not otherwise defined herein shall have the meaning ascribed to such term in the Schedule to Conditions of Entry. Defined terms will be used singular or plural as the case may be.

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).

1.3 The Organiser's decision on all matters relating to the Promotion including judging and selection of winners will be final, binding and conclusive on all Participants, and no correspondence or appeals will be entertained.

2. Promotion Entries

2.1 By submitting an entry to the Promotion, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions.

2.2 All costs and expenses incurred and/or arising from the participation in the Promotion, including without limitation, telecommunications, network, Short Messaging Services, postal and all such other charges and out-of-pocket expenses as may be incurred by a Participant during or in connection with the Promotion shall be borne by the Participant.

2.3 Proof of submission of an entry is not proof of receipt, and the Organiser shall not be liable for any delay, lost, damaged and/or non-receipt of submissions. The Organiser is not responsible for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction, unauthorized access to, or alteration of, user or member communications, or any problems or technical malfunction of our telecommunications network or lines, computer online systems, servers or providers,

computer equipment, software, failure of e-mail or players on account of technical problems or traffic congestion on the Internet.

3. Eligibility

3.1 Where the eligibility age prescribed in the Schedule to Conditions of Entry is below the age of eighteen (18), Participants are required to obtain the written consent (in such form as may be prescribed by the Organiser), from their parents/legal guardians before participating in the Promotion and submitting any personal information.

3.2 The Organiser may require a Participant to provide proof of eligibility to participate in the Promotion including without limitation, identification documents, and the written consent of parents/legal guardians in the case of Participants below the age of eighteen (18) years.

4. Ineligibility

The following groups of persons shall not be eligible to participate in the Promotion:

(a) Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses); and

(b) Employees of the Organiser's agencies associated with the Promotion and their immediate families (spouse, children, parents, siblings, and their spouses).

5. Disqualification

5.1 The following entries will be disqualified:

(b) unclear, incomplete, duplicate, copies, illegible or incorrect entries; and/or

(b) entries that violate the Terms and Conditions, any applicable laws and/or regulations.

5.2 In addition, the Organiser reserves the right to disqualify any Participant that:

(a) undermines, has or attempted to undermine the operation of the Promotion by fraud, cheating or deception; and/or

(b) are not eligible or unable to provide proof of eligibility to participate in the Promotion for verification by Organiser when requested.

5.3 In the event of a disqualification after a Prize has been awarded, the Organiser reserves the right to demand for the return of the Prize or payment of its value from the disqualified Participant.

6. Prizes

6.1 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. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.

6.2 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.

6.3 Any additional costs not specifically stated in the Schedule to Conditions of Entry in relation to a Prize shall be the responsibility of the Winner.

6.4 All Prizes must be taken according to the terms and conditions of the Organiser, its agent, sponsor and/or third party providing the Prizes.

(a) **Tickets to an Event**:

The Organiser is not liable for any cancellation or re-scheduling that may prevent a Prize fulfilment. Tickets can only be used on the date(s) specified on the ticket.

(b) **Travel/Holiday Prizes**:

If travel is offered as a Prize, flights and accommodation are subject to availability at time of booking. The Prize must be taken in accordance with the dates and destinations specified by the Organiser, its agent or sponsors. Additional spending money, meals, taxes, valid passports, visas, transport to & from departure point additional transfers, insurance & all other ancillary costs not specifically stated in the Schedule to Conditions of Entry are the responsibility of the Winner.

6.5 Prize(s) are given out on an "as it is" basis. 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.

6.6 Prizes must be claimed in person unless the Organiser prescribes other modes of collection.

6.7 Where a Participant is under the age of eighteen (18) years of age and is declared a Prize winner, the Participant must be accompanied by their parent/legal guardian throughout the Prize fulfilment.

7. Publicity

The Organiser may use a Participant's entry including without limitation, photos, drawings, text, and any other content or information submitted for purposes of the Promotion (collectively the "Materials"), and the Participant's name, and/or likeness, for advertising, publicity and promotion of any goods or services of the Organiser, for an unlimited time throughout the world without compensation, and in any media. The Participant shall do all things necessary to give effect to this if requested by the Organiser.

8. Intellectual Property Rights

The Participant agrees that all intellectual property rights in any contents and/or materials submitted, made or created by the Participant in connection with the Promotion and any derivative works arising therefrom will perpetually and unconditionally be vested in, assigned to and owned by the Organiser. The Organiser has the right to use and modify such materials or works in any way it deems fit without compensation to the Participant and the Participant waives all rights he or she may have in such materials or works.

9. Indemnity

Each Participant agrees to indemnify, release and hold harmless each of the Organiser, its holding, subsidiary or related companies as defined in the Companies Act 2016 ("Nestlé

Malaysia Group"), directors, officers, employees, agents, sponsors and/or representatives against any and all losses, rights, claims, actions and damages (including special, indirect and consequential damages) arising from or incurred as a result of the Participant's participation in the Promotion, acceptance of any Prize, and/or the use of the Participant's entry and/or likeness in connection with the Promotion or violation of the Terms and Conditions.

10. Limitation of Liability

10.1 The Participant's participation in the Promotion shall be at the Participant's own risk.

10.2 The Organiser, Nestlé Malaysia Group, its, directors, officers, employees, agents, sponsors 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 Promotion, as well as the redemption and/or utilisation of any Prize won.

11. General

11.1 The Organiser, its agents, sponsors and/or representatives shall not be liable to perform any of their obligations in respect of the Promotion and the Terms and Conditions where they are unable to do so as a result of circumstances beyond their control and shall not be liable to compensate the Participants in any manner whatsoever in such circumstances.

11.2 Any names, trademarks or logos used and or reproduced in any materials (including marketing and promotional materials) in connection with this Promotion, in particular that relates to the Prize, are the properties of their respective owners. This Promotion and the Organiser are not affiliated with, or endorsed or sponsored by, the relevant owners, unless otherwise communicated, and such owners are not part of the Organiser's group of companies.

11.3 The Participants shall not be entitled to assign any of the rights or sub-contract any of the obligations herein. The Organiser shall be entitled to assign or sub-license the whole or any part of its rights hereunder to any third party as may be determined by the Organiser.

11.4 The invalidity, illegality or unenforceability of any terms hereunder shall not affect or impair the continuation in force of the remainder of the Terms and Conditions of the Promotion.

11.5 Where the Terms and Conditions of the Promotion 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.

11.6 The Terms and Conditions of the Promotion shall be construed, governed and interpreted in accordance the laws of Malaysia.

12. Privacy Notice

12.1 By participating in the Promotion, the Participant agrees to the processing of the Participant's Personal Data by the Organizer in accordance with the Privacy Notice in www.nestle.com.my/info/privacy_notice.

12.2 Dengan menyertai Promosi, Peserta bersetuju dengan pemprosesan Data Peribadi Peserta oleh Penganjur mengikut Notis Privasi di www.nestle.com.my/info/privacy_notice/bm.