

# FAQ: PROGRAM PENEBUSAN MINUM & TEBUS JAKET JUARA



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## A. PARTICIPATING MILO PRODUCTS

### Q1: What are the participating MILO Products and how many points for the MILO Products packaging?

A: Please refer to the Proof of Purchase Table & Points below for the list of participating products (the packaging of the purchased products is the required Proof of Purchase – POP) and the points given for each POP submitted:

<b>JADUAL BUKTI PEMBELIAN &amp; MATA</b>						
Kategori	Kod	Produk-produk Yang Turut Serta (Tarikh Luput: <u>Julai 2026</u> dan ke atas)	Bukti Pembelian	Mata	Jumlah Bukti Pembelian Yang Disertakan (Unit)	Jumlah Mata Yang Disertakan
<b>DENGAN LOGO PILIHAN LEBIH SIHAT</b>						
SERBUK & CAMPURAN	1.	MILO 3in1 8x33g MILO Intense Dark Chocolate 6x33g	1x Pek Keseluruhan Luar	<b>3</b>		
	2.	MILO Less Sugar 10x27g MILO Whole Grain Cereal 10x36g MILO Hi-Fibre 12x30g	1x Pek Keseluruhan Luar	<b>4</b>		
	3.	MILO 3in1 14x33g, Percuma Plushie Bag 14x33g 14+2x33g MILO Original 14x30g, 14+2x30g, Percuma Plushie Bag 14x33g	1x Pek Keseluruhan Luar	<b>5</b>		
	4.	MILO Intense Dark Chocolate 10x33g	1x Pek Keseluruhan Luar	<b>5</b>		
	5.	MILO 3in1 26x33g, MILO Original 26x30g	1x Pek Keseluruhan Luar	<b>9</b>		
	6.	MILO 200g	2x Pek Keseluruhan Luar	<b>3</b>		
	7.	MILO 400g, 400g + 50g	1x Pek Keseluruhan Luar	<b>3</b>		
	8.	MILO 900g, 900g + 100g MILO Hi-Fibre 900g	1x Pek Keseluruhan Luar	<b>8</b>		
	9.	MILO 1.8kg, 1.8kg + 20	1x Pek Keseluruhan Luar	<b>15</b>		
	10.	MILO 1.4kg	1x Seluruh Tin dan Penutup	<b>9</b>		
	11.	MILO Intense Dark Chocolate Tin 400g	1x Seluruh Tin dan Penutup	<b>6</b>		
	12.	MILO Krunch 70g	1x Pek Bungkusan	<b>1</b>		
	13.	MILO Krunch 130g / MILO Krunch 150g	1x Pek Bungkusan	<b>2</b>		
UHT	14.	MILO UHT 125ml	4x Seluruh Pek UHT 125ml diratakan	<b>2</b>		
	15.	MILO UHT 200ml MILO CalciumPluz UHT 200ml	6x Seluruh Pek UHT 200ml diratakan	<b>4</b>		
	16.	MILO UHT 1L	1x Seluruh Pek UHT 1L diratakan	<b>2</b>		
<b>TANPA LOGO PILIHAN LEBIH SIHAT</b>						
BUJIRIN	17.	MILO Cereal 70g	1x Pek Bungkusan	<b>1</b>		
	18.	MILO Cereal 150g	1x Seluruh Kotak dan Penutup (diratakan)	<b>2</b>		
	19.	MILO Cereal 300g	1x Seluruh Kotak dan Penutup (diratakan)	<b>4</b>		
	20.	MILO Cereal Econopack 450g	1x Seluruh Kotak dan Penutup (diratakan)	<b>5</b>		
	21.	MILO Cereal Bar 23.5g	3x Pek Bungkusan	<b>2</b>		
	22.	MILO Nuggets Fun Pack 8x15g	1x Pek Bungkusan	<b>1</b>		
KONFEKSI	23.	MILO Biscuits Original 104g MILO Biscuits Milk 104g	1x Pek Bungkusan	<b>1</b>		
	24.	MILO Biscuits Milk Multipack 6x24g	1x Pek Keseluruhan Luar	<b>2</b>		
	25.	MILO Biscuits Original Multipack 6x24g	1x Pek Keseluruhan Luar	<b>2</b>		
	26.	MILO Bites Double Choc 90g	1x Pek Bungkusan	<b>3</b>		
<p><b>Contoh-contoh Bukti Pembelian:</b></p> <p>Pek Keseluruhan Luar    Seluruh Pek UHT    Seluruh Tin &amp; Penutup    Kotak Luar (Seluruh Kotak dan Penutup)    Pek Bungkusan</p>					<p><b>JUMLAH KESELURUHAN MATA:</b></p>	
<p><b>NOTA:</b></p> <ul style="list-style-type: none"> <li>Hanya produk-produk yang turut serta di atas dan bertarikh luput pada Julai 2026 dan ke atas, serta dengan logo Pilihan Lebih Sihat (untuk produk-produk tertentu sahaja) layak diterima.</li> <li>Borang penebusan yang melebihi kuantiti Jaket yang ditetapkan untuk setiap fasa serta mata yang tidak mencukupi akan dibatalkan serta-merta.</li> </ul>						

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## Q2: What is the expiry date accepted on the participating MILO products packaging?

A: The **accepted expiry date** for participating MILO products is **from July 2026 and above AND must feature the Healthier Choice Logo (HCL) applicable only to Products listed with the Pilihan Lebih Sihat Logo** in the Proof of Purchase & Points Table.

## Q3: Which part of the packaging of participating MILO products are important and must meet the criteria for point collection?

A: For the detailed list of full packaging required as the POP, please refer to the images below for the guidelines on the parts of MILO products packaging entitled for point collection.

### Participating MILO® Products (with Healthier Choice Logo)



### Participating MILO® Products (with Healthier Choice Logo)

- MUST retain at least 80% of the entire outer packaging
- Packaging MUST be cleaned and dried
- Expiry date on packaging MUST show July 2026 and above



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Entire tin and lid

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## Participating MILO® Products (with Healthier Choice Logo)

- MUST retain at least 80% of the entire packaging except box packaging
- Packaging MUST be cleaned, dried and flattened
- Expiry date on packaging MUST show July 2026 and above



150g



130g



70g

## Participating MILO® Products (with Healthier Choice Logo)

- MUST retain at least 80% of the entire packaging
- Packaging MUST be cleaned, dried and flattened
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## Participating MILO® Products

- MUST retain at least 80% of the entire packaging except box packaging
- Packaging MUST be cleaned, dried and flattened
- Expiry date on packaging MUST show July 2026 and above



450g



300g



150g



70g



MILO® Cereal Bar

Entire box (flattened) including top flap

## Participating MILO® Products

- MUST retain at least 80% of the entire packaging
- Packaging MUST be cleaned, dried and flattened
- Expiry date on packaging MUST show July 2026 and above



MILO® Nuggets Fun Pack 8 x 15g



MILO® Bites Double Choc 90g



MILO® Biscuits Multipack 6x24g



MILO® Biscuits 104g (Original / Milk)

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## FAQ: PROGRAM PENEBUSAN MINUM & TEBUS JAKET JUARA



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### B. HOW TO REDEEM & REDEMPTION ITEMS

#### Q1: How do I redeem?

A: **Step 1:** Purchase any of the participating MILO products and get the Redemption Form from participating outlets or visit <https://www.milo.com.my/minum-tebus-milo-2026>.

**Step 2:** Collect the points as per stated in the Redemption Form and complete the number of points to be redeemed.

*For example:*

*Each MILO pack 1.8kg (entire outer packaging), participant will receive 15 Points.*

**Step 3:** Complete the Redemption Form (Printed Form / Digital Form).

**Step 4:** Visit the IRC and/or IRC-MT locations as per listed on MILO website

(<https://www.milo.com.my/minum-tebus-milo-2026>) or MILO Facebook

(<https://www.facebook.com/MiloMalaysia/>) and bring along the following to redeem:

- 1) Completed Redemption Form, either:
  - a. Printed Form,  
**OR**
  - b. Digital Form on your mobile device (with internet access to process the form).
- 2) Proof of Purchase – POP (**participating product packaging, cleaned and dried, and must retain at least 80% of the entire packaging**) along with sufficient Points.

**Step 5:** Participants must ensure that the Items redeemed are in good condition upon immediate redemption. All Items redeemed at IRC & IRC-MT will not be replaced once redemption is completed.

#### Q2: What is IRC?

A: The Organiser will establish Instant Redemption Centres (IRC) where Participants can immediately redeem their MILO JAKET JUARA.

Please refer to the IRC Schedule displayed on the Organiser's website:

<https://www.milo.com.my/minum-tebus-milo-2026> for the instant redemption dates and locations of IRC & IRC-MT.

#### Q3: What is the difference between redemptions at IRC and IRC-MT?

A: Participants may redeem from either:

- 1) **IRC:** IRC set-up by MILO Promoters in outlet's vicinity.
- 2) **IRC-MT (MILO Truck):** IRC set up by MILO Trucks at outlets or selected venues.

#### Q4: Can I send / pass the entries to Nestlé Office, their dealers or branch office?

A: **NO. There will be NO redemption via post/courier.**

All redemption forms and POPs sent to Nestle Office, their dealers or branch office will be disqualified and will NOT be returned.

#### Q5: Can I get back the form and POP that I have posted to Nestlé Office, their dealers or branch office?

A: NO. All forms and POP posted will be disqualified and will not be returned.

#### Q6: Why is there no postal redemption for this redemption programme?

A: There is no postal redemption because the redemption item is limited in quantity.

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### Q7: What are the redemption items?

A: We have 2 Redemption Items for each redemption periods (Phase 1 and 2)

JAKET JUARA REDEMPTION		
PHASE	REDEMPTION PERIOD	JAKET JUARA (50 POINTS)
1	25/04/2026 - 28/05/2026	JACKET A – SIZE M & L 
2	29/05/2026 - 28/06/2026	JACKET B – SIZE M & L 

### Q8: Why can I only redeem for a maximum of 1 jacket in 1 form?

A: Due to limited stocks in quantity in the outlet and to ensure as many participants get a chance to redeem, we are limiting to a maximum of 1 jacket in 1 form.

### Q9: How many forms can I redeem at a time at the IRC and IRC-MT?

A: Participant may only redeem 1 Form at a time. To redeem additional form(s), participant MUST queue again.

### Q10: What is the maximum number of forms I can submit for redemption?

A: Each participant with the same Personal Details may only redeem up to a maximum of 3 forms per redemption period.

Phase Period	Jaket Juara	Redemption Limit
Phase 1 (25/04/2026 – 28/05/2026)	Jacket A	3 Redemption Forms
Phase 2 (29/05/2026 – 28/06/2026)	Jacket B	3 Redemption Forms

### Q11: What guidelines must Participants follow during the redemption process, and what actions could result in denial of redemption?

A: To facilitate the redemption process, Participants must follow the instructions and guidelines provided by the promotion crews and promoters. The Organiser will not tolerate any unacceptable behaviours, harassment or misconduct by Participants and reserves the right to deny redemption.

### Q12: Can I photocopy the printed Redemption Form?

A: Yes, but each Redemption Form must be complete with the required details and the POPs with sufficient Points for the redemption.

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### Q13: Can I redeem with just the Digital Form?

A: Yes, you can. Please bring along your mobile device and with access to internet as the promoter need to process the digital form on your mobile device.  
You must also bring your POP along with required points.

### Q14: What is the eligibility to participate in this Redemption Programme?

A: Each participant must be of age 18 years and above at the start of the promotion period and with a valid documentation and residential address in Malaysia. The Organiser reserves the right to request evidence of identification documents.

### Q15: Can I redeem on behalf of my friends and family?

A: No. Participants are NOT allowed to redeem on behalf of others. The Organiser reserves the right to request evidence of identification documents.

### Q16: Can I reserve any of the redemption items?

A: No, each participant must be in the queue to redeem for their own form. No reservation is allowed.

### Q17: What if I submit my redemption with extra points?

A: Excess Points submitted will NOT be returned.

### Q18: What if I submit my redemption with insufficient points?

A: The redemption will be rejected. Participants are required to prepare exact points or more to avoid any disappointments.

### Q19: What is the redemption period for this promotion?

A: The Promotion will run on **selected days** from 25/04/2026 to 28/06/2026. The Redemption Period is divided into 2 (two) phases:

PHASE	REDEMPTION PERIODS
1	25/04/2026 – 28/05/2026
2	29/05/2026 – 28/06/2026

### Q20: Who should I call for further information?

A: You may call the **Nestlé Consumer Toll Free Hotline number: 1-800-88-3433** for any assistance you may require.

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