

# FAQS ON PROGRAM PENEBUSAN SEGERA PAYUNG JUARA MILO

## Q1: How do I redeem?

- A: **Step 1:** Purchase any of the participating MILO products and get the Redemption Form from participating outlets or Nestlé / MILO website.  
**Step 2:** Collect the points as per stated in the Redemption Form and complete the number of points to be redeemed (refer to the POP table below).

*For example:*

*Each MILO pack 2kg (entire outer packaging), participants will receive 10 Points.*

**Step 3:** Complete the Redemption Form


**Step 4:** Attach 1 [one] set of proof of purchase & required points and visit the IRC locations located in selected supermarkets or hypermarkets as per listed on MILO website ([www.milo.com.my](http://www.milo.com.my)) or MILO Facebook.


## Proof of Purchase Table & Points:


Sila lengkapkan jadual-jadual di bawah.


### 40 Mata untuk 1 PAYUNG JUARA MILO

05 OKTOBER – 17 NOVEMBER 2019
18 NOVEMBER – 29 DISEMBER 2019

  
**Payung A** Kuantiti:

  
**Payung B** Kuantiti:





  
**Payung C** Kuantiti:

  
**Payung D** Kuantiti:

MAKSIMUM 2 PAYUNG SAHAJA BAGI SETIAP BORANG PENEBUSAN  
 NOTA: Penebusan melebihi kuantiti 2 PAYUNG akan DIBATALKAN serta-merta.  
 Payung berpanel 30 inci.

Kod	Produk-produk Yang Mengambil Bahagian (Tarikh Luput: Oktober 2019 dan ke atas)	Bukti Pembelian	Mata	Jumlah Bukti Pembelian Yang Disertakan	Jumlah Mata Yang Disertakan
A	MILO Tin 240ml (Original, Hi-Cal, Mocha, Ice, KAW)	3 x Penutup Sentap MILO	2		
B	MILO NUTRI UP 225ml	3 x Botol Keseluruhan	2		
C	MILO PROTEIN UP 225ml	3 x Botol Keseluruhan	3		
D	MILO 3in1 Less Sugar / Whole Grain with Cereals (10s)	1 x Pek Keseluruhan	4		
E	MILO 3in1 Original / Kosong (18s / 21s)	1 x Pek Keseluruhan	4		
F	MILO 3in1 Original (30s)	1 x Pek Keseluruhan	6		
G	MILO ACTIV-GO 200g	1 x Pek Keseluruhan	1		
H	MILO ACTIV-GO 400g / 480g	1 x Pek Keseluruhan	2		
I	MILO ACTIV-GO 650g	1 x Pek Keseluruhan	3		
J	MILO ACTIV-GO 1kg / 1.1kg	1 x Pek Keseluruhan	5		
K	MILO ACTIV-GO 1kg (pek FC Barcelona)	1 x Pek Keseluruhan	6		
L	MILO ACTIV-GO 2kg / 2.2kg	1 x Pek Keseluruhan	10		
M	MILO ACTIV-GO 2kg (pek FC Barcelona)	1 x Pek Keseluruhan	12		

Contoh-contoh Bukti Pembelian:

Jumlah Keseluruhan Mata

NOTA: • Hanya produk-produk yang mengambil bahagian di atas dan bertarikh luput pada Oktober 2019 dan ke atas layak diterima.  
 • Pembelian MILO Tin 240ml (Original, Hi-Cal, Mocha, Ice atau KAW), MILO NUTRI UP 225ml dan MILO PROTEIN UP 225ml di gedung lokasi PPS tidak layak untuk penebusan di Pusat Penebusan Segera.  
 • Penebusan melebihi kuantiti 2 Payung atau penebusan mata yang tidak mencukupi akan DIBATALKAN serta-merta.

Lengkapkan butir diri anda:  
 Saya bersetuju untuk menerima maklumat pemasaran dan promosi tentang produk, perkhidmatan dan acara Penganjur pada masa depan.  
 Dengan menyertai program ini, saya telah membaca dan bersetuju kepada Syarat dan Peraturan Program dan pemrosesan maklumat peribadi saya seperti dinyatakan pada Notis Privasi yang boleh didapati di [www.nestle.com.my](http://www.nestle.com.my)  
**TIADA PENEBUSAN MELALUI POS. Semua Borang dan BP yang diterima TIDAK AKAN DIKEMBALIKAN.**

Nama Penuh: \_\_\_\_\_  
 No Pengenalan : \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_      Telefon Rumah : \_\_\_\_\_ - \_\_\_\_\_  
 Telefon Bimbit : \_\_\_\_\_ - \_\_\_\_\_      E-mel: \_\_\_\_\_

**Q2: Where can I get the Redemption Forms?**

- A: 1) All participating supermarkets, hypermarkets, mini markets, petrol marts, and 7-Eleven outlets.  
2) MILO Website: <http://www.milo.com.my>

**Q3: What is the expiry date accepted for the participating MILO products?**

- A: The **accepted expiry date** for participating MILO products is **from October 2019 and above**.

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

- A: **NO. There will be NO redemption via post.**

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

All redemption sent via courier or despatch will be rejected.

Redemptions that are dropped in via Omniteam post box and via normal mail will NOT be returned.

**Q5: Can I get back the form and POP that I have posted to Nestlé Office or to Omniteam?**

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

**Q6: Why is there no postal redemption for Program Penebusan Segera Payung Juara?**

- A: There is no postal redemption because the redemption item is limited in quantity and it is fragile for delivering via courier.

**Q7: Why can I only redeem for a maximum of 2 items in 1 form?**

- A: You can only redeem for a maximum of 2 items in 1 form because we want to control the number of redemption items allowed to be redeemed by consumers during the queue so that other consumers will get a chance to redeem as well.

**Q8: What is the maximum number of forms I can submit?**

- A: A maximum of 5 forms for each redemption period.
- **5 forms for the period of 5 October – 17 November 2019** and
  - **5 forms for the period of 18 November – 29 December 2019.**

**Q9: Can I photocopy the Redemption Forms?**

- A: Yes, but each entry form must be complete with the required details and the Proof of Purchases with sufficient Points for the item redeemed.

**Q10: Can I redeem on behalf of my friends and family?**

- A: Each participant must be of age 18 years and above as of 5 October 2019 and with a valid documentation. Participants are NOT allowed to redeem on behalf of others. The Organiser reserves the right to request for evidence of identification document.

**Q11: Can I reserve the umbrella?**

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

**Q12: What if I submit extra points?**

A: The extra points will not be returned to participants.

**Q13: What if I submit less/incomplete points?**

A: The redemption will not be entertained and will be automatically be disqualified. Participants are required to submit exact points or more to avoid any disappointments.





**Q14: What are the items to be redeemed?**

A: We have 2 Payung Juara MILO for each redemption periods from **5 October – 17 November 2019 (Payung A & Payung B)** and **18 November – 29 December 2019 (Payung C & Payung D)**.



In total there 4 Payung Juara MILO offered for redemption in the program (refer below table).

**40 Mata untuk 1 PAYUNG JUARA MILO**

05 OKTOBER – 17 NOVEMBER 2019		18 NOVEMBER – 29 DISEMBER 2019	
	<b>Payung A</b> <input type="text" value="Kuantiti:"/>		<b>Payung B</b> <input type="text" value="Kuantiti:"/>
	<b>Payung C</b> <input type="text" value="Kuantiti:"/>		<b>Payung D</b> <input type="text" value="Kuantiti:"/>

**MAKSIMUM 2 PAYUNG SAHAJA BAGI SETIAP BORANG PENEBUSAN**  
*NOTA: Penebusan melebihi kuantiti 2 PAYUNG akan DIBATALKAN serta-merta.  
Payung berpanel 30 inci.*

**Q15: If I have extra points in the period of 18 November – 29 December 2019 and want to redeem the Payung A & Payung B (5 October – 17 November 2019), is it possible?**

A: No, it is not possible. These are limited edition items and redemption is based on each redemption period stated. So once the redemption period stated is over, participants will be redeeming items for the next redemption period stated. So, we advise participants to collect sufficient points and submit their redemption forms early for each redemption period to ensure they redeem the items they want to avoid any disappointments.

### Q16: How do we get the redeemed items?

- A: The Organiser will set up Instant Redemption Centres ["IRC"] in selected outlets. Please refer to the IRC Table shown on the Organisers' website: [www.milo.com.my](http://www.milo.com.my) for Instant Redemption dates and IRC venues. Announcement on MILO website is on every Wednesday the week before the event date.
1. The Organiser will set and display the total quantity of Umbrella(s) available for the each day in each IRC and the Instant Redemption is while stock of the Umbrella(s) lasts ONLY.
  2. Complete the redemption form with the complete personal particulars, and attached the required Proof of Purchase and Points as per below:
    - a. Full packaging of participating MILO products and equivalent to sufficient Points as per shown on the Form. Points accumulated during the Redemption Period are non-transferable and not exchangeable for cash in part or in full. Excess Points submitted will not be returned. Please ensure that all POP submitted are cleansed before redeeming. **POP that are not cleaned WILL NOT BE ACCEPTED.**  
OR
    - b. Purchase participating MILO products **except** MILO can 240ml (Original, Mocha, Hi-Cal, Mocha, Ice and KAW), MILO Nutri Up 225ml and MILO Protein Up 225ml (**that are not eligible**) from the outlet where the IRC is being held on the same day. Submit the IRC outlet purchase receipt dated on the same day and equivalent to sufficient points as proof of purchase with a complete form to redeem a maximum of two [2] Umbrellas. If you want to redeem more than one [1] form, ensure that the purchase receipts are separated with sufficient points for each form you submit. For purchase verification, you must show the MILO products purchased to the IRC crew at the IRC counter during instant redemption. All your MILO products will be stickered with a special sticker as proof of acceptance and these MILO product packaging will no longer be accepted for other redemption programmes.  
IRC outlet purchase receipts submitted will not be returned. Excess Points submitted will not be returned.
  3. You can only redeem maximum 2 Umbrellas with each Form. Forms for redemptions of more than 2 Umbrellas will be disqualified. Each participant is eligible to submit and redeem 1 Form at any one particular time. Participants need to queue once more if they wish to submit their next Form for redemption. Participants are limited to a maximum of 5 forms per each redemption period. Which is 5 forms for Payung A & B (05/10/2019 – 17/11/2019) and 5 forms for Payung C & D (18/11/2019 – 29/12/2019).
  4. All Participants must ensure that the redeemed Umbrella is in good condition when making immediate redemptions. All umbrellas redeemed at IRC will not be replaced once redemption is completed.
  5. The Organizer reserves the right at its sole discretion to replace any Umbrella shown in the form with another Umbrella of the same value, at any time without prior notice. All umbrellas are redeemed in "as is" and cannot be exchanged for credit, other items or vouchers, either partially or wholly.
  6. All Participants must abide by the terms and conditions of the party[ies] arranging and/or providing for the Umbrellas and the terms and conditions attached to the Umbrellas, if any.
  7. **The Organizer reserves the absolute discretion to disqualify any Participant found or suspected to change the submission process Redemption or Redemption operation and the Organizer reserves the right to take legal action against any person believed to have committed fraudulent activity or other activity that may affect Redemption.**

**Q17: When is the closing date for this programme?**

A: The PROGRAM PENEBUSAN PAYUNG JUARA MILO is from 05 October 2019 till 29 December 2019.

**Q18: 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.

**Q19: What is the size & material for Payung Juara MILO?**

A: 98cm in length, with 30inch panels, two canopy. The fabric of the umbrella is pongee.

**Q20: Why does the umbrella has two canopy?**

A: This is because the umbrella is very big in size, with two canopy, it will help with wind control and the umbrella will not flip over.