



PROGRAM PENEBUSAN MILO KOLEKSI SEKOLAH DARI EMILA YUSOF

Hotline FAQs (English)

Q1: How do I redeem?

- A: **Step 1:** Purchase any of the participating MILO UHT 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).

Proof of Purchase Table & Points:

Bukti pembelian & mata yang disertakan:

PRODUK YANG TURUT SERTA (Contoh Bukti Pembelian)	BUKTI PEMBELIAN	JUMLAH BUKTI PEMBELIAN & MATA YANG DISERTAKAN
 MILO® UHT 125ml	3 Pek keseluruhan = 1 Mata	<input type="text"/> keping = <input type="text"/> Mata
 MILO® UHT 200ml	2 Pek keseluruhan = 1 Mata	<input type="text"/> keping = <input type="text"/> Mata
 MILO® UHT 1L	1 Pek keseluruhan = 1 Mata	<input type="text"/> keping = <input type="text"/> Mata
 BAHARI! MILO® UHT NUTRI PLUZ™ 200ml	1 Pek keseluruhan = 1 Mata	<input type="text"/> keping = <input type="text"/> Mata
JUMLAH MATA KESELURUHAN YANG DISERTAKAN <i>NOTA: MILO® UHT 1L Cecair Pekat tidak termasuk dalam program penebusan ini.</i>		<input type="text"/> keping = <input type="text"/> Mata
<i>NOTA: Sila pastikan pek UHT anda bersih dan kering sebelum disertakan bersama Borang Penebusan.</i>		

Q3: What are the packaging that will or will not be accepted?

A: Please refer to the images below for what will be accepted and rejected:



Full Packaging
(Not flattened)



Full Packaging
(Flattened – front view)



Full Packaging
(Flattened – side view)



Full Packaging with
top flap removed



Full Packaging with
bottom flap removed



Full Packaging with
top & bottom flap
removed



Full Packaging with the
side cut-off



Full Packaging with the
edge (any side) removed



Full Packaging with
top &/or bottom flap
removed and opened



Partial Packaging



Product Barcode

Q4: Do I need to include the straw with my packaging?

A: No, you don't have to include the straw.

Q5: Why does this redemption programme require us to send in the full packaging instead of just the barcodes or the purchase receipt?

A: By sending in the full packaging you are helping to create a greener environment while helping those in need under the CAREton Project. The CAREton Project is a Used Beverage Cartons recycling campaign by MILO® UHT and Tetra Pak that transforms drink packs into 'green' roofing tiles and panel boards for those in need. It aims to raise awareness on recycling and how it benefits the environment as well as the communities around them.

Q6: 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>
 - 3) Nestle Website: <http://www.nestle.com.my/brands>

Q7: Can I send / pass the entries to Nestlé Office, their dealers or branch office?

A: NO. You can only send it to the given address by courier, POS Laju and/or despatch. You may also deliver the Redemption Form personally but you will not be able to collect the items on the spot.

Q8: Can I send my entries by courier, POS Laju and / or despatch?

A: YES. All entries sent via mail, courier, POS Laju and / or despatch is accepted. However, proof of postage of the entry shall not constitute proof of receipt by the Organiser.

Q9: Can I submit more than 1 entry?

A: Yes, but each submission of Redemption Form is to redeem a maximum of 2 items only and must be complete with the required details and Points to redeem the item. If you want to redeem more we advise you to put each redemption form into one small envelope and put all these small envelopes in to one bigger envelope and post it.

Q10: 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 have designed the box for postage as such where it can hold a maximum of only 2 items per delivery. This is to ensure that the items are properly packed within one package so logistically it is easier to post to you as well.

Q11: What is the maximum number of forms I can submit?

A: There is no limit to the number of forms you can send as long as the Points collected are sufficient.

Q12: 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.

Q13: What if I submit extra points?

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

Q14: 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.

Q15: What are the items to be redeemed?

A: We have 2 MILO Backpacks and 2 MILO Lunch Box for each redemption throughout the promotion period.



Q16: I have shifted; can I change my delivery address?

A: Yes, please provide us the details and we will update the database. However, we will not be able to update the database if the premiums have been delivered.

Q17: What if I decided to change my mind after sending in my redemption form, is it possible to do that?

A: No it is not possible. Exchange of items is not allowed. When we receive your redemption form that particular item is reserved for you and it will be arranged for delivery. Once the process have taken place it will be impossible to recall. We would advise participants to collect more points and submit another redemption form for the other item.

Q18: How do we get the redeemed items?

A: The item(s) will be delivered in 6 – 8 weeks after **29/02/2020**. The Organiser shall exercise care in delivering the item(s) but the Organiser will not be held liable in the event of non-receipt, delayed or damaged delivery of the item(s) to the Participant(s).

Q19: When is the closing date for this programme?

A: The PROGRAM PENEBUSAN MILO KOLEKSI SEKOLAH DARI EMILA YUSOF is from 15 October 2019 till 29 February 2020.

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.

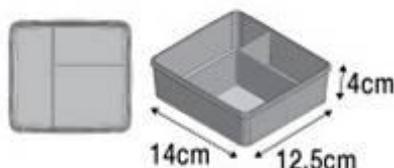
Q21: What is the size of the MILO Backpack?

A: Bag size: 28.5cm (L) x 11cm (W) x 39cm (H)
Note that there may be a size difference of 1-2cm



Q22: What is the size of the MILO Lunch Box?

A: Lunch Box size: 14cm (L) x 12.5cm (W) x 4cm (H)



Q23: Who is Emila Yusof?

A: Emila Yusof is a Malaysian illustrator and a Children's Book Author. She has won many local and international awards. You can go to to http://emilayusof.com/about_me/ find out more information about her.

Q24: What is the best method to clean the bag?

A: It is NOT recommended to wash the bag. If the bag got dirty, just remove the stain with a wet cloth. Soap is not required, just plain water. No bleach, do not soak in water, do not wash using any brush.

Q25: What is the suitable storage condition for the bag?

A: This bag is recommended to be kept in a dry and non-moist condition to maintain the quality of the bag.

Q26: What is the lunch box made of?

A: The lunch box is made from BPA-free plastic.

Q27: What is the best method to clean the lunch box?

A: You can wash the Lunch Box with your usual dish washing detergent.