



PERADUAN MILO MIXES X MEET PARK SEO-JUN (1 – 15 February 2023)

FAQ

Q1: How do I participate?

A: **STEP 1:** Purchase a **minimum of RM120** worth of participating MILO Mixes products as per listed below in a single original receipt from any in-store and online outlets during the Promotion Period:

- (i) MILO 3in1 Regular 8x30g, 18x33g, 30x33g, 36x33g,
- (ii) MILO Whole Grain Cereal 10x36g,
- (iii) MILO Less Sugar 10x27g,
- (iv) MILO HI-FIBRE 12x30g, and
- (v) MILO Original Stick Pack 18x30g, 30x30g

The Receipt can come in the form of printed receipts from point-of-sale systems, hand-written receipts and/or e-receipts for online purchases. However, the Receipt must bear the name and/or logo of the outlet at which the purchase was made. If this is absent, the Receipt needs to be stamped with the official company stamp of the outlet at which the purchase is made.

The Receipt must bear the following details:

- (i) receipt/invoice number**
- (ii) product name, quantity purchased and amount**
- (iii) date of purchase**
- (iv) outlet name and/or outlet logo**

STEP 2: Write on the front of the Receipt your full name and identification number.

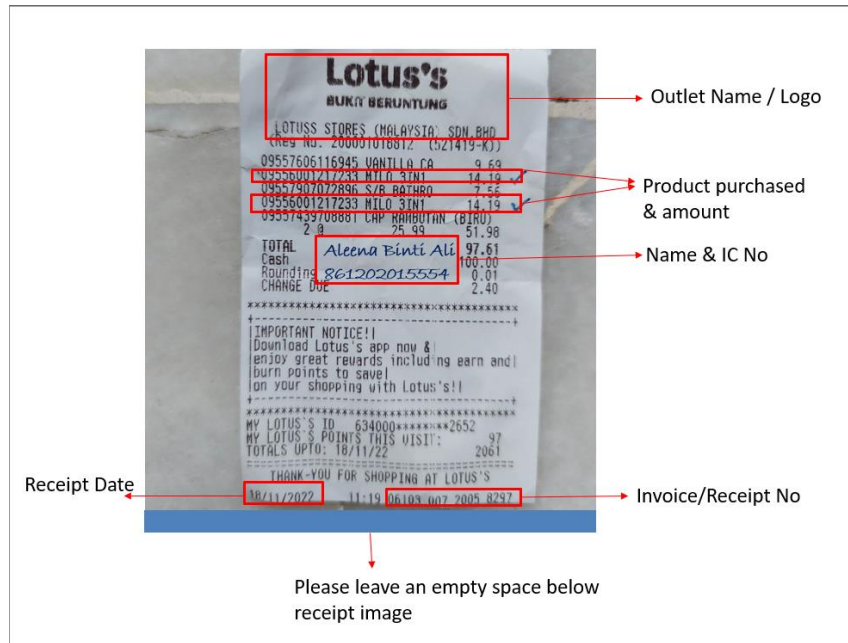
For example, write on the Receipt: *Aleena Binti Ali* *861202015554*

STEP 3: Snap one (1) clear and legible picture/image in JPEG format of one Receipt, complete with your personal details and receipt details. One image must contain one receipt only.

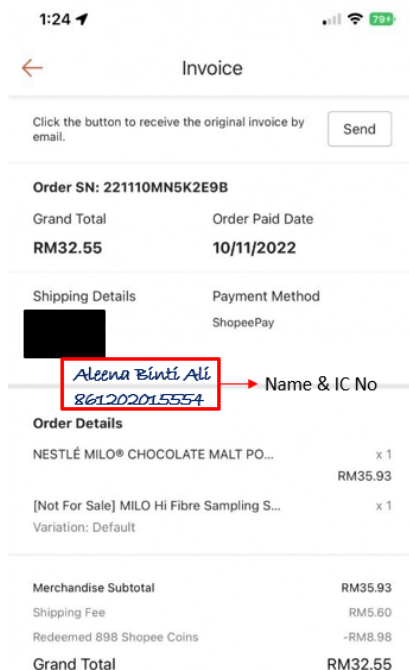
STEP 4: Scan the QR code at the back of the product packaging to submit one JPEG image via WhatsApp from any number registered in Malaysia to **6018 388 2455** for 1 entry.

EXAMPLE receipt image

(1) Printed receipts from point-of-sale system - ACCEPTED



(2) E-receipt for online purchase – NOT ACCEPTED



This e-receipt is not accepted as this is not the official invoice from Shopee purchase.

You need to click “Send” button on this page to get the original invoice by email. Snapshot the original invoice and add your full name and identification number to the image to send your entry via WhatsApp. Refer to e-receipt (3) as example.

For purchase via Lazada, please chat with seller to get them to email the original invoice to you if the invoice is not attached together with your delivery.

(3) E-receipt for online purchase - ACCEPTED

**ACCEPTED INVOICE / E-RECEIPT
FROM ONLINE PURCHASE**

Scommerce
SCOMMERCE TRADING MALAYSIA SND. BHD.
Level 25, Menara Southpoint, Mid Valley City, Medan Syed Putra Selatan, 59200 Kuala Lumpur

→ Outlet name

ORDER INVOICE

Customer Name: [REDACTED]

Invoice Number: SPWMS2022110110886

→ Invoice No

Customer Address: [REDACTED]

Invoice Date: 10/11/2022

→ Invoice Date

Order SN: 221110MN5K2E9B

Order Paid Date: 10/11/2022

Payment Method: ShopeePay

Aleena Binti Ali
861202015554

→ Name & IC No

Order Details

No.	Product	Variation	Net Product Price	Qty	Subtotal
1	NESTLE MILO® CHOCOLATE MALT POWDER		35.93	1	35.93
2	[Not For Sale] MILO Hi Fibre Sampling Sachet - gimmick	Default	0.00	1	0.00
					35.93
Subtotal					RM 35.93
Total Quantity					2 items

→ Products purchased, quantity & amount

Merchandise Subtotal	35.93
Shipping Fee	5.60
Redeemed 898 Shopee Coins	-8.98
Grand Total	RM 32.55

Above receipt image is accepted.

For long receipts, please fold your receipts to show only the required details before you snapshot receipt image to ensure the image is clear and legible.

Q2: Must I buy ALL five (5) product variants of participating MILO Mixes?

A: You may mix and match the product variants or just 1 of the variant but the total receipt value must be equivalent to RM120 and above in a single receipt.



Q3: Where can I get more information about the promotion?

A: You can get more information about the promotion at:
<https://www.milo.com.my/ms/kolaborasi-bertenaga>

Q4: Can I submit more than 1 entry via WhatsApp?

A: Participants may submit as many entries as they wish but **each unique receipt is ONLY eligible for 1 entry submission.**

The Organiser shall reserve the right to disqualify any entries with reprinted Receipt and/or duplicated Receipt and/or containing more than 1 Receipt.

Q5: Will I receive a notification after I submit my entry?

A: **NO** auto-reply acknowledgement message will be sent by the Organiser for WhatsApp Entry received.

Q6: What is the age of participation and eligibility?

A: The Promotion is open to all individual legal residents of Malaysia with a valid identification document, aged 18 years and above as at the start of the Promotion Period. The Organiser shall reserve the right to request for evidence of identification documents.

Q7: What are the promotion period and entry deadline?

A: The Promotion starts at 00:00:00 on 01/02/2023 and closes at 23:59:59 on 15/02/2023.

All Entries must be received by the Organiser on or before 23:59:59 on 15/02/2023. All Entries received outside the Promotion Period will be automatically disqualified.

Q8: What are the prizes offered for this promotion?

A: A total of 300 Prizes to be won throughout the Promotion Period.

The Prize consists of 1 e-Invite Exclusive Pass to Meet Park Seo-Jun in person at the MILO Mixes x Park Seo-Jun Event on the 25th of February 2023 (Saturday). The event will be held in Sunway Pyramid Shopping Centre, Bandar Sunway, Petaling Jaya. The e-Invite Exclusive Pass is valid for 1 person only.

Q9: How do you select the winners?

A: All Qualified Entries collected and processed by the Organiser during the Promotion Period will be allocated a set of serial numbers.

Each qualified entry will be given 1 Serial Number throughout the Promotion Period according to the date and time received and Receipt submitted. The Organiser will select the FIRST 300 qualified entries received as the Finalists of the contest.

Q10: How do you determine a prize winner?

A: The Organiser will contact all 300 Finalists **via WhatsApp Number 6018 388 2455** to the Finalist's mobile number which the Organiser received in the Qualified Entries. Each selected Finalist will be given one question to answer. If a Finalist fails to answer correctly and/or fails to answer the question posted within the time stated, the Prize(s) will be forfeited. The Organiser will not be held liable in the event the selected Finalist cannot be contacted for whatever reasons.

If in doubt upon receiving the WhatsApp message, the participants may call the Nestlé Customer Service number: 1-800-88-3433 for confirmation.

Q11: How many prizes can participants win during the promotion period?

A: Each participant may win 1 prize only during the promotion period.

Q12: How do I know if I've won the Prize?

A: As mentioned in Q10, Finalists will receive a WhatsApp message for a question session and must answer 1 question correctly within the stipulated time to win their prize.

Upon confirmation of the winners, the Winners' Announcement will be featured on the Organiser's website as & when available at: <https://www.milo.com.my/ms/kolaborasi-bertenaga> and MILO Facebook [<https://www.facebook.com/MiloMalaysia>] by the 20/02/2023.

Q13: How can I claim my prize?

A: Upon request, all Winners must provide their personal details to the Organiser for prizes fulfilment, without which the Organiser may not be able to fulfil such prizes.

All Winners will receive their e-Invite Exclusive Pass via WhatsApp upon answering the question correctly. The Organiser reserved the rights to extend the timelines and method of fulfillment stated under this clause at the discretion of the Organiser.

The Organiser will not be held liable in the event of non-receipt or delayed delivery of the Prizes to the Participant[s].

All Winners must bring and present their MyKad or Identification Card/Document and the e-Invite Exclusive Pass to gain entry to the MILO MIXES x Park Seo-Jun Event on the 25th of February 2023 [Saturday]. The event will be held in Sunway Pyramid Shopping Centre, Bandar Sunway, Petaling Jaya.

All unclaimed Prizes after the deadlines set by the Organiser for prize collection will be forfeited. The Organiser reserves the right to substitute any prize for an alternative of equal or greater value.

All Winners must abide by the terms and conditions of the party(ies) arranging and/or providing for the Prizes and the terms and conditions of attached, if any.

Q14: Who should I call for further information?

A: You may call the Nestlé Customer Service number: 1-800-88-3433 for any assistance you may require.

NOTE:

Consumers are encouraged to periodically check and read the Promotion T&C on the website for any additional terms as stated below:

B. Condition of Entry:

- 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).