

FAQS ON PROMOSI MILO® STIK PEK X-CHANGE

Q1: How do I redeem?

A: **Step 1:** Purchase any of the participating MILO® products and get the Redemption Form from participating outlets or 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 emptied and cleaned MILO® Kosong stick pack, participant will receive 1 Point.



MILO® 3in1 Stick Pack (1pt)



MILO® Kosong Stick Pack (1pt)



MILO® Less Sugar Stick Pack (2 pts)

CURRENT packaging



MILO® Less Sugar Stick Pack (2 pts)

NEW packaging



MILO® with Whole Grain Cereal Sachet (2 pts)



MILO® Nutri Breakfast Pisang Sachet (2 pts)







MILO® Nutri Breakfast Biji Bunga Matahari & Biji Labu Sachet (2 pts)

Step 3: Complete the Redemption Form

Sila lengkapkan jadual-jadual di bawah.

50 Mata untuk 1 BEG SUKAN MILO®



01 MAC – 15 APRIL 2021 16 APRIL – 31 MEI 2021

 <p>A</p> <p>Kelabu Kuantiti: <input style="width: 50px;" type="text"/></p>	 <p>B</p> <p>Merah Tua Kuantiti: <input style="width: 50px;" type="text"/></p>	 <p>C</p> <p>Kuning Kuantiti: <input style="width: 50px;" type="text"/></p>	 <p>D</p> <p>Hijau Kuantiti: <input style="width: 50px;" type="text"/></p>
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MAKSIMUM 2 BEG SUKAN SAHAJA BAGI SETIAP BORANG PENEBUSAN

NOTA: Penebusan melebihi kuantiti 2 Beg Sukan akan DIBATALKAN serta-merta. Saiz Beg Sukan: P 44cm x T 26cm x L 21cm.

JADUAL BUKTI PEMBELIAN & MATA

Kod Produk-produk Yang Mengambil Bahagian (Tarikh Luput: Mac 2021 dan ke atas)	Bukti Pembelian	Mata	Jumlah Bukti Pembelian Yang Disertakan	Jumlah Mata Yang Disertakan
A MILO® 3in1 Less Sugar	1 x Stik Pek	2	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
B MILO® 3in1 Whole Grain with Cereal	1 x Sachet	2	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
C MILO® Nutri Breakfast Pisang	1 x Sachet	2	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
D MILO® Nutri Breakfast Biji Bunga Matahari & Biji Labu	1 x Sachet	2	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
E MILO® 3in1 Original	1 x Stik Pek	1	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
F MILO® Kosong	1 x Stik Pek	1	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
Contoh-contoh Bukti Pembelian: <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 5px;"> <div style="text-align: center;"> <p>1 mata</p>  <p>Stik Pek / Sachet</p> </div> <div style="text-align: center;"> <p>2 mata</p>  </div> </div>			<p>Jumlah Keseluruhan Mata</p> <input style="width: 80px; height: 40px;" type="text"/>	

NOTA: • Hanya produk-produk yang mengambil bahagian di atas dan bertarikh luput pada **Mac 2021** dan ke atas layak diterima.
 • Penebusan melebihi kuantiti 2 Beg Sukan atau penebusan mata yang tidak mencukupi akan DIBATALKAN serta-merta.
 • Sila pastikan bahawa semua Bukti Pembelian DIPOTONG mengikut gambar yang ditunjukkan.
 Bukti Pembelian yang lengkap sepenuhnya mestilah DIBERSIH dan DIKERINGKAN sebelum dihantar.
 Bukti Pembelian yang tidak lengkap dan kotor, TIDAK AKAN DITERIMA.

Lengkapkan butir diri anda:

Saya ingin menyertai Dear Nestlé dan menerima maklumat terkini mengenai produk, sampel, acara dan promosi Nestlé. Dengan mengambil bahagian, saya telah bersetuju dengan Terma dan Syarat Promosi di <https://www.milo.com.my> dan Notis Privasi di: https://www.nestle.com.my/info/privacy_notice. Talian Khidmat Pengguna: **1800 88 3433**.

Nama Penuh: _____

No MyKad: - -

Alamat Penghantaran: _____

Poskod: _____ Bandar: _____ Negeri: _____

Tel (Rumah): - (Telefon bimbit): -

E-mel: _____

Step 4: Attach 1 [one] set of proof of purchase & required points in one envelope and send it via any method that will ensure delivery to the address provided on the redemption form.

PROMOSI MILO® STIK PEK X-CHANGE
OMNITEAM SDN. BHD.
 16, Jalan SS25/35, Taman Mayang, 47301 Petaling Jaya.



Q2: Where can I get the Redemption Forms?

- A: 1) All participating supermarkets, hypermarkets and mini markets.
2) MILO® Website: <https://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 **March 2021 and above**.

Q4: Why are only MILO® stick packs and sachets the only participating products for this campaign?

- A: MILO® is running this campaign with the main objective to intercept MILO® stick packs and sachets from going to landfill / water waste.

Based on recent findings, the majority of landfill waste / water waste with MILO® products are mainly the MILO® stick packs and sachets. With this campaign, MILO® hopes to create awareness among Malaysians to help with the environment by proper recycling / disposal of MILO® packaging.

For MILO® Powder range of products (such as MILO® 1kg, MILO® 2kg, etc), we will be running another community-based campaign later this year. Do check out the MILO® website and MILO® Facebook for the latest updates.

Q5: 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.

Q6: 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.

Q7: 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.

Q8: 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 the packaging for postage 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.

Q9: What is the maximum number of Beg Sukan that I can redeem for?

- A: Each Participant with unique valid identification document is entitled/eligible to submit more than 1 form and redeem up to a maximum of 10 combined total of Beg Sukan A & Beg Sukan B and a maximum of 10 combined total of Beg Sukan C & Beg Sukan D.

Q10: 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.

Q11: What if I submit extra points?

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

Q12: 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.

Q13: What are the items to be redeemed?

A: We have 2 Beg Sukan MILO® for each redemption periods from **1 March – 15 April 2021 (Beg Sukan A & Beg Sukan B)** and **16 April – 31 May 2021 (Beg Sukan C & Beg Sukan D)**.



In total there are 4 Beg Sukan MILO® offered for redemption in the program (refer below table).

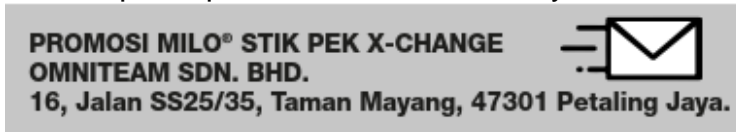
50 Mata untuk 1 BEG SUKAN MILO®			
01 MAC – 15 APRIL 2021		16 APRIL – 31 MEI 2021	
BEG SUKAN A	BEG SUKAN B	BEG SUKAN C	BEG SUKAN D
Kelabu Kuantiti: <input type="text"/>	Merah Tua Kuantiti: <input type="text"/>	Kuning Kuantiti: <input type="text"/>	Hijau Kuantiti: <input type="text"/>
MAKSIMUM 2 BEG SUKAN SAHAJA BAGI SETIAP BORANG PNEBUSAN			
NOTA: Penebusan melebihi kuantiti 2 Beg Sukan akan DIBATALKAN serta-merta. Saiz Beg Sukan: P 44cm x T 26cm x L 21cm.			

Q14: If I have extra points in the period of 16 April – 31 May 2021 and want to redeem the Beg Sukan A & Beg Sukan B (1 March – 15 April 2021), 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.

Q15: How do we get the redeemed items?

A: Complete the redemption form with the complete personal particulars, attach the proof of purchase & required points and send it via any method that will ensure delivery to:



Please ensure that all POP submitted are cleansed before submitting. **POPs that are not complete and dirty WILL NOT BE ACCEPTED.** Participants can only redeem for a maximum of 2 bags with every redemption form. Redemption form that exceeds 2 bags will be disqualified. Redemption of bag(s) must be done within the period stated. Early booking for the bag(s) is not allowed.

Each Participant with unique valid identification document is entitled/eligible to submit more than 1 form and redeem up to a maximum of 10 combined total of Beg Sukan A & Beg Sukan B and a maximum of 10 combined total of Beg Sukan C & Beg Sukan D. Bag(s) will be delivered in **6 – 8 weeks after 31 May 2021.**

The Organiser shall exercise care in delivering the bag(s) but the Organiser will not be held liable in the event of non-receipt, delayed or damaged delivery of the bag(s) to the Participant(s).

The Organizer reserves the right at its sole discretion to replace any bags shown in the form with another bag of the same value, at any time without prior notice. All bags are redeemed in "as is" and cannot be exchanged for credit, other items or vouchers, either partially or wholly.

All Participants must abide by the terms and conditions of the party[ies] arranging and/or providing for the Bags and the terms and conditions attached to the Bags, if any.

The Organizer reserves the absolute discretion to disqualify any Participant found or suspected to change the Redemption submission process 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.

Q16: If the bag that I received has a defect or missing item. Can I exchange for it?

A: In the event there is a manufacturing defect, the Participant must return the said Bag(s) to the Organiser at his/her own cost, undamaged and in its original packaging for a replacement within 2 weeks of receipt of the Bag(s).

The Organizer reserves the right at its sole discretion to replace any bags shown in the form with another bag of the same value, at any time without prior notice. All bags are redeemed in "as is" and cannot be exchanged for credit, other items or vouchers, either partially or wholly.

Q17: When is the closing date for this promotion?

A: The PROMOSI MILO® STIK PEK X-CHANGE is from 1 March till 31 May 2021.

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.

BEG SUKAN MILO®

Q19: What is the size for Beg Sukan MILO®?

A: Bag size: 44cm (L) x 21cm (W) x 26cm (H)
Note that there may be a size difference of 1-2cm.

Q20: What is the bag made of?

A: Bag body: Polyester
Inner lining: Polyester
Inner material: PE Foam
Strap: Polyester
Zipper: Metal & PP

Q21: Is the iron-on patches shown in the images provided together with the bags?

A: Yes, the iron-on patches will be included in each and every bag. You need to iron it on yourself. Instructions on how to iron-on is included together.

Q22: Are the iron-on patches designs given for every bag the same?

A: Each bag will come with a set of 5 pieces of iron-on patches. Each Beg Sukan design A, B, C and D will have their own set of iron-on patches design. See below images for the respective set of design for each bag.



Beg Sukan A



Beg Sukan B



Beg Sukan C



Beg Sukan D

Q23: Can I buy the different designs of iron-on patches separately?

A: No. The iron-on patches are not for sale. It comes together as a set with the bag. You need to redeem other bag designs if you want the different sets of iron-on patches.

Q24: Can I change to a different design of iron-on patches?

A: No. You cannot change the iron-on patches for a different design. It comes together as a set with the bag. You need to redeem other bag designs if you want the different sets of iron-on patches.

Q25: What is the best method to clean the bag?

A: You can wash the bag(s), however, we would suggest that you hand wash it with mild and gentle detergent and do not use brush on the printing area.
Please DO NOT bleach, wring and iron the bag.

PERADUAN MILO® STIK PEK X-CHANGE – MILO® KRAFTANGAN EDISI TERHAD

Q1: How do I participate?

A: Each qualified form received throughout the Promotion Period will automatically be eligible to participate in the Contest and stand a chance to win a Limited Edition MILO® Kraftangan.

Q2: What are the prizes offered for this contest?

A: The Organiser will be upcycling the POP received throughout the Promotion Period. The Organiser has selected several local upcycling communities to produce 500 merchandised craft of various items and design of Limited Edition MILO® Kraftangan as prizes for the promotion.

Q3: How do you determine the winners?

A: The total qualified serial numbers allocated at the end of the promotion period will be divided by 500 to derive the winning serial numbers for the **Limited Edition MILO®**

Kraftangan winners. The winning serial number will be the closest, lower whole number that results after the stated division.

Q4: How many prizes can I win?

A: Each participant may win only 1 Prize throughout the Promotion Period. The Organiser reserves the right to allocate the item/design of the Prize to each winner.

Q5: How do I know if I've won any Prize?

A: The Finalists list will be announced in the Organiser's website (<https://www.milo.com.my>) in 2 – 3 weeks after the contest period ended.

The Organiser will contact all Finalists via the mobile number (SMS) from which the Organiser received in the Qualified Forms. Each Finalist will be given 1 question to answer. The Finalists must answer the question posted by the Organiser correctly in order to win the Prize. The Organiser will not be held responsible in the event the Finalists cannot be contacted for whatever reasons.

Upon correctly answering the question, the prize will be delivered to the delivery address provided by the Participants in the Redemption Form within 6 – 8 weeks after the contest period ended.

Q6: If the Kraftangan that I receive has a defect, can I exchange it for a new one?

A: Each Kraftangan is handmade and unique. The Organiser shall exercise care in delivering the Kraftangan but the Organiser will not be held liable in the event of non-receipt, delayed or damaged delivery of Kraftangan to the Winner(s). The Winner must check that the Kraftangan received are in good order upon receiving it.

In the event there is a defect, the Winner must return the said Kraftangan to the Organiser at his/her own cost, undamaged and in its original packaging for a replacement within 2 weeks of receipt of the Kraftangan.

Q7: 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.