



Good food, Good life

## **MILO RAMADAN RAYA 2023: BELI & TEBUS E-DUIT RAYA SEKARANG!**

### **FAQ**

**Q1: How do I participate?**

A: **STEP 1:** Purchase any participating MILO products worth RM30 and above in a single original receipt/invoice from any instore and/or online Outlets during the Promotion Period

The participating MILO products are as per listed below:

- a. MILO ACTIV-GO POWDER 200g, 400g, 1kg, 1.5kg, 2kg;
- b. MILO HI-FIBRE 900g;
- c. MILO 3in1 Regular 8x30g, 18x33g, 30x33g;
- d. MILO Whole Grain Cereal 10x36g;
- e. MILO Less Sugar 10x27g;
- f. MILO Hi-Fibre 12x30g; and
- g. MILO Stik Pek 18 x 30g

**STEP 2:** Visit the Promotion website and complete the web form at:

<http://www.milo.com.my/milo-beli-dan-tebus> or scan the QR code shown on the communication materials at participating Outlets.

**STEP 3:** Complete all the required personal details in the web form provided on the Promotion Website.

**STEP 4:** Snap one (1) clear and legible picture/image in jpg, jpeg, or png format of the Receipt/Invoice complete with the Receipt/Invoice Details. One (1) Image must contain a picture of one (1) Receipt/Invoice only and the file must be less than 2MB. Upload the Image on the web form and submit.

Instore receipt: 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 also bear the date of purchase, Products purchased, purchase amount, Receipt number, and name and/or logo of the outlet.

Online Invoice: The Invoice can come in the form of a screenshot of the invoice and/or order for online purchases. The Invoice must bear the name and/or logo of the online platform and/or merchant at which the online purchase was made. For online purchases with promotion codes and/or discount vouchers, the final paid amount must be the Minimum Purchase amount and above to qualify.

The Invoice must also bear the date of purchase, Products purchased, purchase amount, order and/or invoice number, and name and/or logo of the online platform and/or merchant.

### EXAMPLE receipt/invoice image

#### (1) Instore Receipt - ACCEPTED

**ACCEPTED PRINTED RECEIPTS FROM POINT-OF-SALE SYSTEM**

Product Name	Quantity	Final Purchase Amount
09556001004727 MILO (SOFT)	1	32.99
09556001004727 MILO (SOFT)	1	32.99
09557014000072 STAR TEPUN	1	1.60
09555995800223 LACTEL BLI	1	5.79
09555995800223 LACTEL BLI	1	5.79
SUB-TOTAL		80.76
BUY 2 FOR RM 9.5		-2.08
TOTAL TO PAY		78.68
02200032059245 T GREEN BA		0.00
02200032059245 T GREEN BA		0.00
02200032059245 T GREEN BA		0.00
TOTAL		78.68
02200032059245 T GREEN BA		0.00
TOTAL		78.68
MASTERCARD		78.70
524312*****0028		
Rounding		-0.02
CHANGE DUE		0.00

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+-----+  
|IMPORTANT NOTICE!!  
|Download Lotus's app now &  
|enjoy great rewards including earn and  
|burn points to save!  
|on your shopping with Lotus's!!  
+-----+  
\*\*\*\*\*  
HY LOTUS'S ID: 634000\*\*\*\*\*5083  
HY LOTUS'S POINTS THIS VISIT: 78  
TOTALS UPTO: 04/11/22 1131  
+-----+  
THANK-YOU FOR SHOPPING AT LOTUS'S

04/11/2022 21:34 05023 008 1008 6870

## ACCEPTED PRINTED RECEIPTS FROM POINT-OF-SALE SYSTEM



Fold long receipts to show required information to avoid illegible receipt details in long receipts

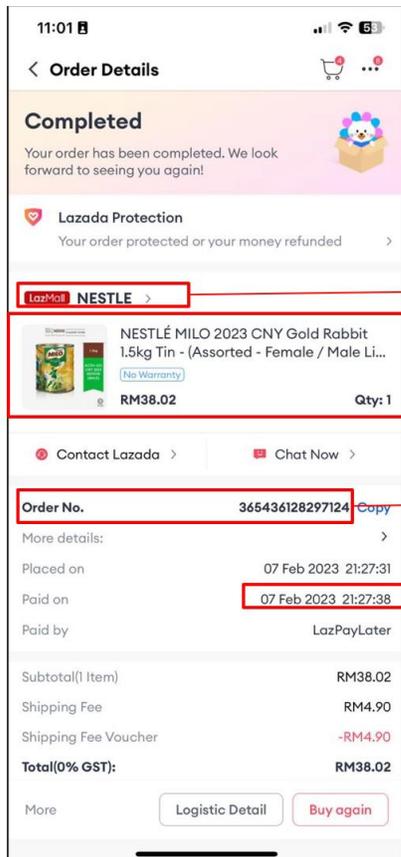
Outlet Name

Receipt/Invoice No

Product name, quantity purchased & final purchase amount

Receipt Date

## (2) Online Invoice – ACCEPTED



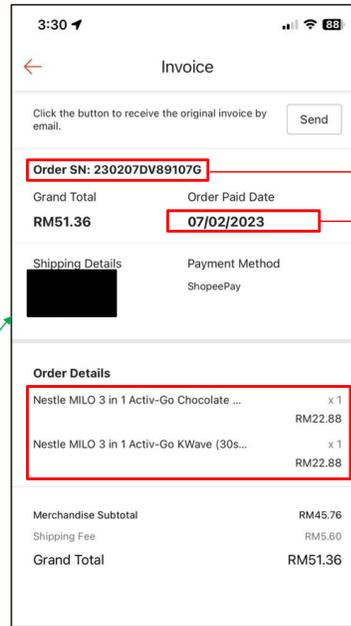
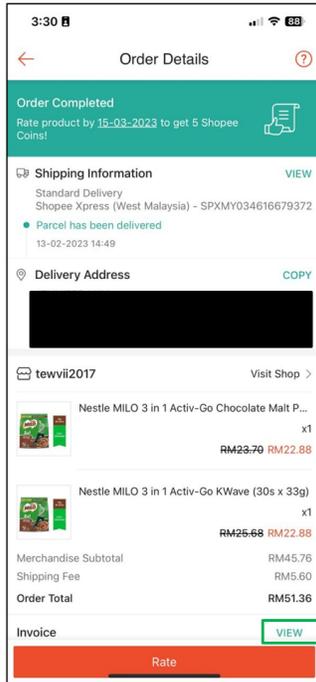
ORDER DETAILS from Lazada ACCEPTED provided the status in Order Details shows as "COMPLETED"

Outlet Name

Product name, quantity purchased & final purchase amount excluding shipping fee & including discount

Order No

Purchase Date



INVOICE from SHOPEE App – ACCEPTED

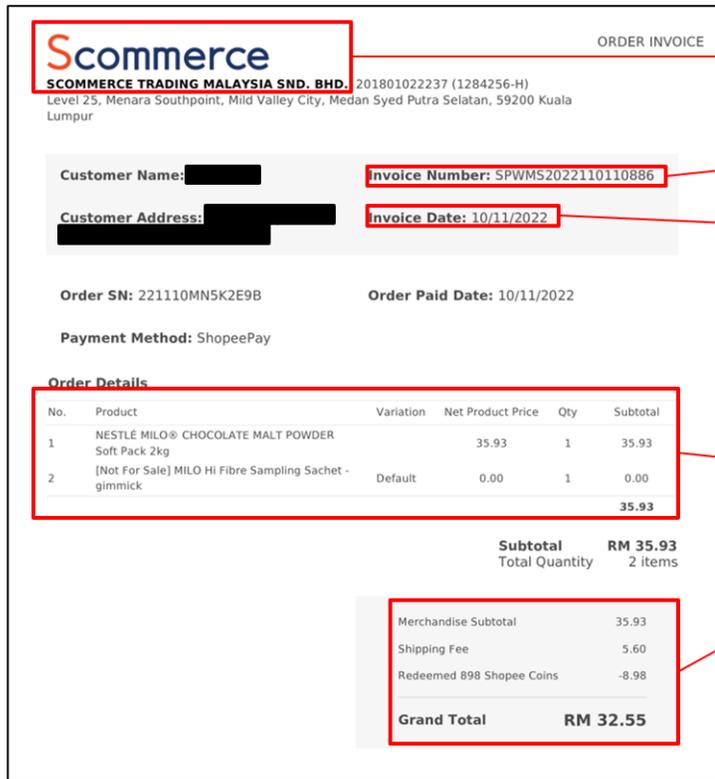
Order No

Purchase Date

The outlet name for this invoice is automatically recognised as Shopee

Product name, quantity purchased & final purchase amount excluding shipping fee & including discount

ORDER INVOICE requested from Shopee App - ACCEPTED



Outlet Name

Invoice No

Invoice Date

Product name, quantity purchased & final purchase amount excluding shipping fee & including discount

Please save the cropped invoice image to show the required information **ONLY** so that the image details will be legible when uploaded to the web form.

ORDER INVOICE requested from Lazada App - ACCEPTED

NESTLE  
No.8, Jalan Eco Perindustrian 1/SF, Eco Perindustrian 5, 42300, Bandar Puncak Alam, Selangor Darul Ehsan.  
60122073140

**INVOICE**

Invoice Number: 365436128297124  
Order Number: 365436128297124  
Order Date: 07 02 2023  
Invoice To: [Redacted]  
Invoice Date: 07 02 2023

BILLING ADDRESS: [Redacted]  
SHIPPING ADDRESS: [Redacted]  
Contact Phone: [Redacted]

Payment Method: PAY\_LATER

Your ordered items for 365436128297124

#	Product name	Serial SKU	Shop SKU	Price	Paid Price
1	NESTLÉ MILO 2023 CNY Gold Rabbit 1.5kg Tin - (Assorted - Female / Male Limited Edition)	12536241	3366124987_MY-18081727805	38.02	38.02

Subtotal: RM 38.02  
Less: Voucher applied: RM -0.00  
Total: RM 38.02  
Shipping: +RM 0.00  
Net paid: RM 38.02

Upon receipt of your order, we encourage you to examine the parcel carefully and keep your buying invoice. Should there be any item damage due to our transportation, please contact our customer service within 24 hours for claim purposes.

Please save the cropped invoice image to show the required information **ONLY** so that the image details will be legible when uploaded to the web form.

The Organiser will process all Entries received. Incomplete Entries and unclear Images will be disqualified.

The Organiser shall reserve the right to request evidence of the original Receipt (hardcopy) for verification and prize redemption. Failure to produce the original Receipt upon request will result in disqualification and forfeiture.

**Q2: Where can I get more information about the promotion?**

A: You can get more information about the promotion at:  
<http://www.milo.com.my/milo-beli-dan-tebus>

**Q3: Can I submit more than 1 entry?**

A: Participants may submit as many entries as they wish but **each unique image of one (1) receipt/invoice is ONLY eligible for one (1) entry submission.**

The Organiser shall reserve the right to disqualify any entries with reprinted receipt/invoice and/or duplicated receipt/invoice and/or containing more than one (1) receipt/invoice.

**Q4: Will I receive a notification after I submit my entry?**

A: Yes, there will be an auto-reply acknowledgment message upon submission of the Registration Form via the Website.

**Q5: 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 (01/03/2023). The Organiser shall reserve the right to request evidence of identification documents.

**Q6: What are the Promotion period and entry deadline?**

A: The Promotion starts at 00:00:00 on 01/03/2023 and closes at 23:59:59 on 30/04/2023.

All Entries must be received by the Organiser on or before 23:59:59 on 30/04/2023. All Entries received outside the Promotion Period will be automatically disqualified.

**Q7: What are the prizes offered for this promotion and how can I redeem them?**

A: The Redemption e-Wallets are divided into three (3) categories as per below:

CATEGORY	PARTICIPANTS RESIDING IN	E-WALLET TYPE
1	Peninsular Malaysia	one (1) RM10 Touch 'n Go eWallet Reload PIN
2	Sabah	one (1) RM10 Boost Credit Redemption Code
3	Sarawak	one (1) RM10 SPayGlobal e-Credit

**Q8: Can I redeem more than once?**

A: For each qualified Entry received, the Participant may only redeem one (1) e-Wallet regardless of any amount purchased more than the minimum purchase in a single receipt/invoice.

For example:

- If Participant A purchases RM40.00 of Products in a single receipt/invoice during the Promotion Period, he/she is entitled to redeem one (1) e-Wallet only.
- If Participant B purchases RM100.00 of Products in a single receipt/invoice during the Promotion Period, he/she is also entitled to redeem one (1) e-Wallet only.

Each Participant [by unique identification number as per submission] may only redeem up to a maximum of two (2) e-Wallets throughout the Promotion Period.

**Q9: How do I get my redeemed e-Wallet?**

A: Participants residing in Peninsular Malaysia: The Organiser's service provider will send the codes for Touch 'n Go eWallet Reload PIN to the Participants via the Promotion Official WhatsApp Number at **6018 388 2129** to mobile numbers of all the verified and successful Participants within fifteen [15] working days from the Entry submission.

Participants residing in Sabah: The Organiser's service provider will send the Boost Credit Redemption Code to the Participants via the Promotion Official WhatsApp Number at **6018 388 2129** to mobile numbers of all the verified and successful Participants within fifteen [15] working days from the Entry submission.

Participants residing in Sarawak: The SPayGlobal e-Credit will be credited by S PAY GLOBAL App to the NRIC numbers and/or the mobile numbers of all the verified and successful Participants within twenty-one [21] working days from the Entry submission.

The Organiser will not be held responsible if any of the e-Wallet cannot be delivered or deployed to the Participants due to any change, error and/or difference in the mobile contact number submitted to the Organizer during Promotion Entry submission.

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

**Q10: How many e-Wallet Redemptions are available to be redeemed during the Promotion period?**

A: The Redemption is limited to the first one hundred thousand (100,000) qualified entries received throughout the Promotion Period.

In the event a total of one hundred thousand (100,000) combined e-Wallet Redemptions are completely redeemed, the Organiser will update the status in the Promotion Website at: <http://www.milo.com.my/milo-beli-dan-tebus>.

**Q11: When must I claim the e-Wallet that I receive via WhatsApp?**

A: All unclaimed e-Wallet after the deadline set by the Organiser as stated in the WhatsApp messages and S PAY GLOBAL App will be forfeited. The Organiser reserves the rights to substitute any prize for an alternative of equal or greater value.

All Participants must abide by the terms and conditions of the vendors and parties arranging and providing the e-Wallet credit[s]. The following are the terms and conditions of the vendors:

- i. Usage of the Touch 'n Go eWallet Reload PIN is subject to Touch 'n Go Sdn Bhd (TNG Digital Sdn Bhd) Terms & Conditions; <https://www.touchngo.com.my/assets/pdf/user-tnc.pdf>
- ii. Usage of the Boost Credit Redemption Code is subject to Axiata Digital eCode Sdn Bhd Terms & Conditions; <https://www.myboost.com.my/terms/>
- iii. Usage of the SPayGlobal e-Credit is subject to SiliconNet Technologies Sdn Bhd's Terms & Conditions; <https://spayglobal.my/page-0-31-22-Terms-and-Conditions-of-Services.html>

The Organiser reserves the right at its absolute discretion to extend the timeline of e-Wallet delivery as the Organiser deems necessary. The Organiser will not be held liable in the event of non-receipt or delayed delivery of the e-Wallet[s] to the Participant[s]. All unclaimed e-Wallet[s] after 31/08/2023 will be forfeited.

**Q12: Will I be notified if my entry has been disqualified?**

A: You will not be notified if your entry has been disqualified.

**Q13: Whom 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:**

**Promotion Terms & Conditions:**

- 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).