

Terms and Conditions

1. Contest

This Lotus's Dairy Champ Contest ("**Contest**") is organised by Etika Sdn. Bhd. (Co. No. 197401000305 (17296-P)) ("**Organiser**"). The mechanics of this Contest are explained below. By participating and entering into this Contest, you ("**Participant**") agree to be bound by the terms and conditions set out herein or as may be amended from time to time.

2. Eligibility

2.1 The Contest is open to any person who fulfils the following criteria :

- (a) Citizen of Malaysia; and
- (b) Aged 18 years and above in the year of 2023; and

2.2 The following person(s) shall not be eligible to participate in the Contest :

- (a) Employees of the Organiser and their immediate family members;
- (b) Employees of the Organiser's affiliates and/or related companies and their immediate family members;
- (c) Business partners, suppliers/distributors of the Organiser; and
- (d) Promotion/advertising/public relations agencies involved in the Contest.

3. Contest Period

3.1 The Contest shall start at 00:00:00 on 1 September 2023 and shall close at 23:59:59 on 26 October 2023 ("**Contest Period**"). Any Contest entries received outside the Contest Period will automatically be disqualified.

3.2 The contest will be run for 8 weeks as per below:

- (a) Week 1: 1 September 2023 – 6 September 2023
- (b) Week 2: 7 September 2023 – 13 September 2023
- (c) Week 3: 14 September 2023 – 20 September 2023
- (d) Week 4: 21 September 2023 – 27 September 2023
- (e) Week 5: 28 September 2023 – 4 October 2023
- (f) Week 6: 5 October 2023 – 11 October 2023
- (g) Week 7: 12 October 2023 – 18 October 2023
- (h) Week 8: 19 October 2023 – 26 October 2023

3.3 The Organiser reserves the right to amend the Contest Period ("Amended Period") at any time without any prior notice to any party. Any Contest Entries received outside the Contest Period or Amended Period (if any) shall be rejected.

4. Channels

The contest exclusive in all Lotus's outlet in Malaysia and Lotus's Online only.

5. Qualifying Criteria and Submission of Entries

5.1 To qualify, the Participant must purchase as per below:

Channels	Purchase
Lotus's Outlet / Lotus's Online	Purchase any Dairy Champ products worth Ringgit Malaysia Ten (RM10.00) only in a single receipt = 1 entry

5.2 All purchases must be made within the Contest Period or Amended Period (if applicable). Any purchases made outside the Contest Period or Amended Period (if applicable) will automatically be disqualified.

5.3 To participate in the Contest, the Participant must submit the following details to the Organiser (“the **Contest Entry/Entries**”):

- (a) Full name as per NRIC; and
- (b) NRIC number;
- (c) Contact Number.

5.4 Each Contest Entry must be accompanied by the image of ONE(1) transaction receipt (“**Proof of Purchase**”) which must clearly show the following details :

- (a) The name of the Channels;
- (b) The transaction ID;
- (c) The details of the Qualifying Products; and
- (d) Time and date of the transaction (which must be within the Contest Period or Amended Period (if applicable).

Participant must retain the original Proof of Purchase submitted for verification purpose. In the event that the Participant is chosen as a winner and is unable to present the original Proof of Purchase, the Participant will automatically be disqualified as a winner.

5.5 Any Contest Entry / Entries which are incomplete (e.g. missing information, missing Proof of Purchase) or are found to have been tampered with and any Participants which are suspected or found to have cheated/hacked/tampered with the Contest Entry process in the sole opinion of the Organisers will automatically be disqualified.

5.6 All Contest Entries are to be submitted strictly by WhatsApp only to 016-3415706. NO acknowledgement of receipt will be sent by the Organiser with regard to all entries submitted. For the avoidance of doubt, Contest Entry will be deemed accepted at the time of transaction of the Organisers and that the Organisers accepts no responsibility for any late, lost and/or misdirected Contest Entry for any reason whatsoever.

5.7 Each Participant may submit multiple Contest Entry/ Entries. However, each Contest Entry must be accompanied by a different Proof of Purchase. For the avoidance of doubt a single Proof of Purchase cannot be used for two or more separate Contest Entries. Where multiply Contest Entries are found to be accompanied by the same Proof of Purchase, ALL affected Contest Entries will automatically be disqualified.

6. Contest Prizes

6.1 The contest prize (“Prizes”) are as follows:

Category	Prize
Grand Prize	Lotus’s Cash Voucher RM1000 x 8 Winners
Consolation Prize	Lotus’s Cash Voucher RM100 x 80 Winners

7. Winner Selection

7.1 All selected prize winners (“Winners”) must present the original Proof of Purchase when requested to do so, failing which the Winner (s) will be disqualified from winning the Prize.

7.2 Prize Winners

- (a) The Participant with the highest number of eligible Contest Entries (i.e. Contest Entries which are not disqualified by virtue of Item 3.3, 5.2, 5.5 and 5.7) from all the respective Participating Channels at the end of the Contest Period or Amended Period (if applicable) will be eligible to win the Prize for that respective Participating Channels. In the event of a tie, a random draw will be conducted to determine the eligible Prize winner (“Eligible Prize Winner”).

For illustration purposes :

Participant A	Participant B	Winner
500 eligible Contest Entries	200 eligible Contest Entries	Participant A
500 eligible Contest Entries	500 eligible Contest Entries	Determined by a random draw

- (b) In the event that a Prize Winner or an Eligible Prize Winner is disqualified pursuant to Item 7.1 or 7.4, respectively, the Participant with the next highest number of eligible Contest Entries from the respective Participating Channels at the end of the Contest Period or Amended Period (if applicable) will then be eligible to win the Prize for that respective Participating Channels. In the event of a tie, a random draw will be conducted to determine the eligible Prize Winner.

7.3 Consolation Prize Winners

- (a) The eligible Consolation Prize Winners will be determined by the total number of eligible Contest Entries (i.e. Contest Entries which are not disqualified by virtue of Item 3.4, 5.2, 5.5 and 5.7) received during each Contest Week divided by 10 and rounded to the nearest lower whole number. For example: if the total number of qualified entries received is 150, then this number will be divided by 10 and rounded to the nearest lower whole number which is 15. Hence the 6th qualified entry will be shortlisted and stand to win the Consolation Prize. The following Participant with Qualified Entry of the week bearing the following serial number will

be selected: 15*, 30*, 45 and so forth (*computation example: 30,15+15=30). In the event the shortlisted entry is disqualified, the next earlier entry received will be the replacement finalist, for example, the replacement finalist for the 3rd qualified entry is the 2nd qualified entry.

For illustration purposes :

Total Number of eligible Contest Entries	150 entries
150/10	15
Eligible Contest Entries	15 th , 30 th , 45 th and so on

- 7.4 The Prize Winners or the Eligible Prize Winners will be contacted via telephone (as per the contact number provided in the Contest Entry). Should the first attempt to contact the Prize Winners or the Eligible Prize Winners fail (e.g. no reply, telephone number not in service or no connection) TWO (2) further attempts will be made within the next twenty-four (24) hours of the first attempt. Where such further attempts are unsuccessful, the Organiser reserves the right to disqualify the Prize Winner or the Eligible Prize Winners. The Organiser will not be held liable in the event the Prize Winner or the Eligible Prize Winners cannot be contacted for any reasons whatsoever.
- 7.5 The Prize Winners or the Eligible Prize Winners may be required to correctly answer a contest related question before being declared a winner. In the event the Prize Winner or the Eligible Prize Winner fails to correctly answer the question, the Organiser reserves the right to disqualify the Prize Winner or the Eligible Prize Winner and a new Eligible Prize Winner will be selected accordingly.
- 7.6 The Organiser's decision in selecting the Prize Winners shall be final and no correspondence will be entertained.
- 7.7 The Organiser reserves the right to substitute any of the prize with a prize of equivalent value in the event the original prize offered is, for any reasons whatsoever, no longer available.
- 7.8 The Prizes are non-transferable, non-refundable and non-exchangeable for cash.
Prize Winners will be responsible for any additional costs, duties, taxes and/or other incidental expenses, which may be incurred as a result and/or related to their acceptance of the Prize.
- 7.9 Each Participant is only allowed to win only one (1) Prize through the Contest Period regardless of whether the prize is in the same category or different category.

8. Winner Announcement and Delivery of Prizes

- 8.1 All Prize Winners will be announced on Etika Holding Sdn. Bhd.'s website (<https://www.etikaholdings.com/campaigns>).
- 8.2 The Prize Winner announcement will be made on 1/1/2024. Such date is subject to change by the Organiser at its sole discretion and without prior notice to any party.
- 8.3 All prizes will be delivered to the Prize Winners within 6 – 8 weeks from the date of the Grand Prize Winner Announcement. However, in the event of any delay in the delivery due to unforeseen

circumstances or any situation beyond the Organiser's control, the Organiser reserves the right to then arrange for the delivery of the Prizes to the Contest Winner in any manner that it deems fit.

- 8.4 All Prized that remains unclaimed as at 1st March 2024 will be forfeited and no further appeals will be entertained.

9. Personal Data and Privacy Policy

- 9.1 By participating in the Contest, the Participants hereby certifies that all information as provided by them are accurate and that that they have read and understood the Organiser's privacy policy ("Privacy Policy").
- 9.2 The Participants hereby agree and consent to the collection and processing of their personal data in accordance with the Privacy Policy. Kindly refer to the Privacy Policy located at <https://www.etikaholdings.com/privacy>. The Organiser reserves the right to update and amend the Privacy Policy from time to time.
- 9.3 The Participants also further consent for the Organiser and any of its holding, subsidiary or related companies and its service providers, agents and/or contractors who provide administrative and business support to the Organiser and act on the Organiser's behalf ("Authorised Third Parties") to collect and process the Participants' Personal Data as provided pursuant to this Contest. The use of the Participants' Personal Data included but is not limited to the disclosure of the Participants' name to the general public by publishing the Participants' names, photographs and other Personal Data for advertising and publicity purposes without compensation or any other payment to the Participants.

10. Other Terms and Conditions

- 10.1 By participating in the Contest, Participants are taken to have read, understood and agreed to be bound by the Contest Terms & Conditions. The Organiser reserves the right to vary and/or delete any of the Contest Terms & Conditions at any time without prior notice to any party and the Participants hereby agree to be bound by such variation and/or deletion.
- 10.2 The Organiser reserves the right to, at its sole discretion, modify the Contest mechanism, vary, withdraw, suspend or terminate this Contest at any time at its sole a without prior notice to any party. For the avoidance of doubt, any variation, withdrawal, suspension or termination of the Contest or any part thereof shall not entitle the Participants to any claim of any compensation against the Organiser (in cash or in kind) for any expenses, loss or damage suffered or incurred by the Participants as a direct or indirect result of the act of variation, withdrawal, suspension or termination.
- 10.3 Any Terms and Conditions applicable to this Contest which is illegal, prohibited or unenforceable under any law or regulation shall be ineffective to the extent of such illegality, voidness, prohibition or unenforceability without invalidating the remaining provisions hereof.
- 10.4 By participating in the Contest, all Participants agree to defend, indemnify and hold the Organiser harmless from and against any suits, claims, losses, damages and expenses, including reasonable legal fees arising from or in connection with the Participant's participation in the Contest and his/her acceptance, redemption or use of any of the Contest Prizes.

11. Disclaimer of Liability

11.1 The Organiser will not be responsible or liable for any loss or damage of whatsoever nature suffered by the Participants in connection with the Contest (including the Participants' failure to participate in the Contest), which may occur or arise as a result of the following events:

- (a) Any delay and/or failure in receiving and sending the Contest Entries as a result of any network, communication or system error, interruption and/or failure or outage caused by the participating internet service provider, or the uploading of any materials related to the Contest; and
- (b) Any technical error (including error in notification of Contest Winners), omission, interruption, deletion, defect, delay in operation or transmission, internet line failure, the theft, destruction of, and/or unauthorized access to the Contest Entries, or any malfunction of any computer hardware or software whether or not the same is due to viruses, bugs or other causes beyond the Organiser's control.

11.2 All Participants shall assume full liability and responsibility for any costs incurred due to any accident, injury, damage or claims whether directly or indirectly caused by their participation in the Contest, attending publicity programs or prize presentation ceremony (if applicable) and from the redemption/usage of the Contest Grand Prizes. To the extent permitted by law, the Organiser shall have no liability to the Participants in any respect whatsoever.

11.3 The Organiser makes no representation and/or warranties with respect to any Contest Prizes, including but not limited to the merchantability, quality or their suitability of the Contest Prizes for any purpose.