



Good food, Good life

## **FAQ: PROMOSI PROGRAM PENEBUSAN NESTLÉ KOLEKSI RAYA**

### **Q1: How do I redeem?**

**A:** **Step 1:** Purchase any of the participating NESTLÉ® Ready-to-Drink products (refer to the POP table below) worth RM80 and above.  
You are allowed to combine up to a maximum of 3 purchase receipts.

PRODUK-PRODUK YANG TURUT SERTA			BUKTI PEMBELIAN
MILO® UHT 125ML	NESCAFÉ® DAIRY FREE ALMOND LATTE PET 225ML	NESCAFÉ® COLD BREW LATTE TIN 240ML	<p>Contoh: 1 Resit bercetak asal dengan pembelian produk minuman NESTLÉ Sedia Untuk Diminum bernilai <b>RM80</b> dan ke atas <b>ATAU</b> gabungan <b>3 Resit</b> sepanjang Tempoh Promosi.</p> <p><b>RESIT RM80</b> Nama: No. MyKad: Email:</p> <p><b>RESIT RM25</b> Nama: No. MyKad: Email:</p> <p><b>RESIT RM35</b> Nama: No. MyKad: Email:</p> <p><b>ATAU</b></p> <p><b>RESIT RM20</b> Nama: No. MyKad: Email:</p> <p><b>NOTA:</b> MILO UHT 1L Cecair Pekat tidak mengambil bahagian dalam penebusan ini.</p>
MILO® UHT 200ML	NESCAFÉ® AIS TIN 300ML	NESCAFÉ® COLD BREW HAZELNUT TIN 240ML	
MILO® UHT 12 X 200ML	NESCAFÉ® TARIK TIN 240ML	NESCAFÉ® SMOOVLATTE® 225ML	
MILO® UHT NUTRI PLUZ 200ML	NESCAFÉ® TARIK KAW TIN 240ML	NESCAFÉ® SMOOVLATTE® CAMEL 225ML	
MILO® UHT 1L	NESCAFÉ® TARIK KURANG MANIS TIN 240ML	NESCAFÉ® ICED CAPPUCCINO PET 500ML	
MILO® ORIGINAL TIN 240ML	NESCAFÉ® ORIGINAL TIN 240ML	NESCAFÉ® SMOOTH CAPPUCCINO CUP 250ML	
MILO® MOCHA TIN 240ML	NESCAFÉ® LATTE TIN 240ML	NESCAFÉ® CAMEL MACCHIATO CUP 250ML	
MILO® ICE TIN 240ML	NESCAFÉ® MOCHA TIN 240ML	NESTLÉ® OMEGA PLUS 200ML	
MILO® KAW TIN 240ML	NESCAFÉ® KOPI O TIN 240ML	NESTLÉ® OMEGA PLUS DARK CHOCOLATE 200ML	
MILO® NUTRI-UP™ 225ML	NESCAFÉ® KOPI C TIN 240ML	NESTLÉ® JUST MILK FULL CREAM MILK 200ML	
MILO® ORIGINAL PET 225ML	NESCAFÉ® CHAM TIN 240ML	NESTLÉ® JUST MILK FULL CREAM MILK 1L	
MILO® PROTEIN UP 225ML	NESCAFÉ® IPOH WHITE COFFEE TIN 240ML	NESTLÉ® JUST MILK LOW FAT MILK 1L	
MILO® DAIRY FREE ALMOND PET 225ML	NESCAFÉ® LATTE INTENSO TIN 240ML	NESTLÉ® STRAWBERRY FLAVOURED MILK 200ML	
MILO® DAIRY FREE ALMOND UHT 1L	NESCAFÉ® MOCHA ORANGE TIN 240ML	NESTLÉ® STRAWBERRY FLAVOURED MILK 1L	
NESCAFÉ® DAIRY FREE OAT LATTE PET 225ML	NESCAFÉ® MOCHA HAZELNUT TIN 240ML		

*NESTLÉ® Ready-to-Drink products purchase worth RM80 = 1 Redemption*

**Step 2:** Write your Full Name, Identification No. and Email (if any) on each of your original printed receipts.

**Step 3:** WhatsApp the photo of your receipt to **018 3882129**.

If you are using a combination of up to 3 receipts, please ensure that **EACH IMAGE CONTAINS ONE PICTURE OF 1 RECEIPT ONLY**.

Send using the same mobile number.

### **Q2: How do I get the redemption items?**

**A:** Once you have completed the WhatsApp steps, the Organiser WILL reply with an auto-reply acknowledgment message for each entry received and will process all Qualified Redemptions accordingly.

Redemption of set(s) must be done within the period stated. Early booking for the set(s) is not allowed.

Each Participant with a unique valid identification document and phone number is entitled/eligible to redeem for a maximum of 4 sets, for each design and up to a maximum of 8 combined total of Set A & Set B throughout the Promotion period.

**Q3: Can I send / pass the receipts to Nestlé Office, their dealers or branch office?**

A: NO. You can only participate in this promotion via WhatsApp.

**Q4: Can I send my entries by courier, POS Laju and / or despatch?**

A: NO. You can only participate in this promotion via WhatsApp.

**Q5: What are the items to be redeemed?**

A: We have a total of 2 designs of Set Seramik X Batik Boutique Dinnerware consisting of 1 PLATE and 1 BOWL for each redemption periods.

- 8 April – 6 May 2021: Set A
- 7 May – 3 June 2021: Set B



**Q6: What is the maximum number of Set Seramik X Batik Boutique that I can redeem for?**

A: Each Participant with unique valid identification document and unique phone number is entitled/eligible to redeem up to a maximum of 4 sets per design, which is 4 sets of Set A & 4 sets of Set B each and a total number of 8 sets throughout the promotion period.

**Q7: Why can I only redeem for a maximum of 4 sets per person for each set?**

A: You can only redeem for a maximum of 4 sets for each of the sets to allow for everyone to get a chance to own at least 1 set each of these limited edition Set Koleksi Keramik X Batik Boutique.

**Q8: What if I submit receipts that are more than RM80?**

A: Every RM80 of NESTLÉ Ready To Drink products is qualified for 1 set. You are allowed to redeem a total of 4 sets of each design throughout the promotion period.

Example: You purchase RM500 worth of NESTLÉ Ready To Drink products on 10 April 2021 and submit your redemption entry on 11 April 2021.

Therefore, you are entitled to 4 sets of Set A. The balance purchase value from your receipt will be disqualified.

**Q9: What if I submit less/incomplete/ illegible receipts?**

A: The redemption will be disqualified. Participants are required to submit exact purchase amounts or more to avoid any disappointments.

**Q10: If I have receipt(s) from the period of 7 May – 3 June 2021 and want to redeem Set A (8 April – 6 May 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.

**Q11: If I have receipt(s) from 8 April – 6 May 2021, can I use to redeem for Set B?**

A: Yes, as long as the receipt(s) have not been used for any redemption earlier.

**Q12: If the set that I received via my WhatsApp Entry has a defect or broken item(s). Can I exchange it?**

A: In the event there is a manufacturing defect or the item(s) are broken during delivery, the Participant must return the said Set(s) to the Organiser at his/her own cost and in its original packaging for a replacement within 2 weeks of receipt of the Set(s). The Returns Instruction is listed on the cover letter enclosed in the delivery.

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

**Q13: When is the closing date for this promotion?**

A: The PROGRAM PENEBUSAN NESTLÉ KOLEKSI RAYA is from 8 April till 3 June 2021.

**Q14: What is the size of the Koleksi Set Keramik X Batik Boutique?**

A: Set size: Dinner Plate (205mm x 25mm) & Bowl (125mm x 67mm)  
Note that there may be a size difference of 1-2mm.

**Q15: What is the set made of?**

A: The Set Koleksi Keramik X Batik Boutique is a Limited Edition premium exclusively designed for NESTLÉ, for this promotion only. The set is made out of Ceramic.

**Q16: What is the best method to clean the set?**

A: You can wash the set using dishwashing detergent however; we would suggest that you do not use brush too hard on the printed area.

**Q17: 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.