

PERADUAN JOM BEREHAT BERSAMA KITKAT – Kedai Mesra Petronas

FAQs

Q1: How do I participate?

A: **Step 1:** Purchase [2x] of any **NESTLÉ KITKAT CONFECTIONERY 4-Finger 35g [Original, Green Tea, Gold, Choco Banana]** in a single original receipt from any KEDAI MESRA PETRONAS outlets during the Promotion Period.

Each Receipt is ONLY eligible to one [1] WhatsApp entry.

We will accept original printed receipt dated from 01/09/2021 only.

Step 2:

- i. Submit the entry via WhatsApp Message only.
- ii. Write on the front of the Receipt your full name and identification number (must be readable).
For example, write on the Receipt:
Sarah Lee Ah Moi
861202085554
- iii. Snap one clear and legible picture/image of one Receipt complete with your Personal Details and Receipt Details.
- iv. Submit one picture/image via WhatsApp from any number registered in Malaysia to **018-228 2627**.

The Organiser WILL reply with an auto-reply acknowledgment message for each Entry received.

Please note:

- 1) The Receipt is in the form of printed receipts from Point of Sale systems.
- 2) The Organiser will print all Entries received for further processing. Unclear, illegible and incomplete picture in image format will be disqualified.
- 3) Each Receipt is ONLY eligible to one [1] entry via WhatsApp. The Organiser reserves the right to disqualify any WhatsApp entries with duplicated Receipts and/or containing more than one [1] Receipt.

Q2: May I know what are the participating KITKAT products for this contest?

A:

NESTLÉ KITKAT CONFECTIONERY 4-Finger (35g)	KITKAT 4-Finger Original (Milk Chocolate)
	KITKAT Gold 4-Finger
	KITKAT Green Tea 4-Finger
	KITKAT Choco Banana 4-Finger

Q3: Where can I get more information on the contest?

A: 1) All KEDAI MESRA PETRONAS outlets

2) Dear NESTLÉ website: <https://www.dearnestle.com.my/peraduan-jom-berehat-kitkat-petronas>

Q4: Will I receive a notification reply when I submit my entry via WhatsApp?

A: Yes, you WILL receive an auto-reply acknowledgment message for each entry you submit as per below:

Thank you for your participation. By participating, you have agreed to the Promotion Terms and Conditions at <https://www.dearnestle.com.my/peraduan-jom-berehat-kitkat-petronas> and the Privacy Notice at https://www.nestle.com.my/info/privacy_notice.
Consumer Services Contact No.: 1800 88 3433

Q5: Can I submit more than 1 entry?

A: Yes you can, however each WhatsApp entry can include the image of one original receipt only. One receipt can only be used once. Multiple WhatsApp entries using the same receipt will be disqualified.

Q6: Do I have to keep the receipt after I WhatsApp my entry?

A: Yes. For WhatsApp Entries received, the Organiser shall reserve the right to request for evidence of the original Receipt [hardcopy] for verification and prize redemption. Failure to produce the original Receipt upon request will result in disqualification and prize forfeiture.

Q7: Can I use a handwritten receipt given by an outlet?

A: No. The Receipt can only come in the form printed receipts from Point of Sale systems. The Receipt(s) must bear the Products purchase, date of purchase, purchase amount, receipt number and name and/or logo of the outlet.

Q8: I purchased my KITKAT products online. Am I eligible to participate?

A: No. Any entries using e-receipts from online purchases will be disqualified.

This contest is only exclusive to KEDAI MESRA PETRONAS outlets. Only participants who purchased the KITKAT products as per the contest mechanic during the promotion period in KEDAI MESRA PETRONAS outlets will stand a chance to win the prizes.

Q9: Age of participation?

A: This contest is open to all legal residents of Malaysia with a valid identification document aged 18 years and above as of the start of the promotion period – 01 September 2021.

Q10: What are the prizes offered for this contest?

A:

Grand Prize x 2 winners	SAMSUNG GALAXY A52 worth RM1,500 each
Monthly Prize x 4 winners/month	Samsung Galaxy Buds Pro worth RM700 each
Weekly Prize x 14 winners x 8 weeks	KITKAT Touch 'n Go card preloaded with RM100 each

Q11: There are 3 Touch 'n Go designs for the weekly prize. Will I be able to choose the design I like?

A: No, kindly note that the designs of the TnG cards will be given at random. The visuals of the prizes are for illustration purposes only.

Q12: How will my entry be processed if I purchase more than 2 KITKAT 4F in one single receipt?

A: During the Prizes winner selection process, the Organiser will allocate serial numbers according to the Products purchased as stated in the Receipt submitted. For each set of any two [2] Products, the Organiser will allocate one [1] serial number.

For example: If you purchase six [6] of NESTLÉ KITKAT CONFECTIONERY KITKAT 4F in a single receipt, three [3] serial numbers will be allocated.

Q13: How do you determine the Grand Prize Winner?

A: The total qualified serial numbers allocated **at the end of the contest period** will be divided by 2 [two] to derive the winning serial numbers the **GRAND Prize winners**. The winning serial number will be the closest, lower whole number that results after the stated division. [Eg: Total SN is: $10000 \div 2 = 5000$; therefore: 5000 & 10000.]

Q14: How do you determine the Monthly Prize Winner?

A: The total qualified serial numbers allocated **every month (SEPT OR OCT)** will be divided by 4 [four] to derive the winning serial numbers the **Monthly Prize winners**. The winning serial number will be the closest, lower whole number that results after the stated division. [Eg: Total SN is: $3001 \div 4 = 750$; therefore: 750, 1500, 2250 & 3000.]

Q15: How do you determine the Weekly Prize Winner?

A: The total qualified serial numbers allocated **every week** will be divided by 14 [fourteen] to derive the winning serial numbers the **Weekly Prize winners**. The winning serial number will be the closest, lower whole number that results after the stated division. [Eg: Total SN is: $280 \div 14 = 20$; therefore: 20, 40, 60 & so forth.]

Q16: How many prizes can participants win throughout the entire contest period?

- A: Throughout the Promotion Period, every participant may win:
- i. One [1] Weekly Prize per week, [up to a maximum of two [2] weekly prizes];
 - ii. One [1] Monthly Prize; and
 - iii. One [1] Grand Prize.

Q17: What are the weekly periods for this contest?

- A: The eight [8] weekly periods are as per below:
- | | |
|----------------------------|----------------------------|
| Week 1: 01/09 – 07/09/2021 | Week 2: 08/09 – 14/09/2021 |
| Week 3: 15/09 – 21/09/2021 | Week 4: 22/09 – 28/09/2021 |
| Week 5: 29/09 – 05/10/2021 | Week 6: 06/10 – 12/10/2021 |
| Week 7: 13/10 – 19/10/2021 | Week 8: 20/10 - 31/10/2021 |

Q18: What are the monthly periods for this contest?

- A: The two [2] monthly periods are as per below:
- Month 1: 01/09 – 30/09/2021
Month 2: 01/10 – 31/10/2021

Q19: How do I know if I've won any Prize(s)?

- A: The Winners list will be announced in the Organiser's website as & when available: <https://www.dearnestle.com.my/peraduan-jom-berehat-kitkat-petronas>. Consumers are advised to check periodically during the contest period and up till 6-8 weeks after the contest ended.

Q20: How can I claim my prize?

- A: All prizes will be couriered to the winners within 6 – 8 weeks from 31/10/2021. The Organiser will notify all the winners via WhatsApp on prizes delivery details and prizes terms and conditions set by the third party suppliers. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser.

All unclaimed prizes after 01/03/2022 from the Organiser for prize collection will be forfeited.

Q21: 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.

Contest Terms & Conditions:

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).