
























**NESCAFÉ® Dolce Gusto® & Starbucks® At Home LOTUSS In-Store Redemption Program 2021
TERMS AND CONDITIONS**

A: Schedule to Conditions of Entry

Organiser	Nestlé Products Sdn. Bhd. (197901000966)													
Promotion	NESCAFÉ® Dolce Gusto® & Starbucks® At Home LOTUSS In-Store Redemption Program 2021													
Promotion Period	Commencing from 12:00, 13 th SEPTEMBER 2021 to 19:00, 13 th FEBRUARY 2022													
Eligibility	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. The Organiser shall reserve the right to request for evidence of identification documents.													
Redemption Method	<p>Purchase the participating NESCAFÉ® Dolce Gusto® & Starbucks® At Home products (“Participating Products”) as listed in paragraph (a.) below</p> <p>Collect the required quantity of official receipts from participating LOTUSS retail platforms (as elaborated under paragraphs (b.) below) while meeting the receipt requirements (as elaborated under paragraphs (c.) below) and meeting the premium pricing tiers for the redemption of the premiums under the Promotion.</p> <p>a. Please refer to the information below for the list of Participating Products:</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Product Name</th> <th>Product Image</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>NESCAFÉ® Dolce Gusto® Americano Rich Aroma</td> <td></td> </tr> <tr> <td>2</td> <td>NESCAFÉ® Dolce Gusto® Espresso Intenso</td> <td></td> </tr> <tr> <td>3</td> <td>NESCAFÉ® Dolce Gusto® Grande Intenso</td> <td></td> </tr> </tbody> </table>		No.	Product Name	Product Image	1	NESCAFÉ® Dolce Gusto® Americano Rich Aroma		2	NESCAFÉ® Dolce Gusto® Espresso Intenso		3	NESCAFÉ® Dolce Gusto® Grande Intenso	
No.	Product Name	Product Image												
1	NESCAFÉ® Dolce Gusto® Americano Rich Aroma													
2	NESCAFÉ® Dolce Gusto® Espresso Intenso													
3	NESCAFÉ® Dolce Gusto® Grande Intenso													

	4	NESCAFÉ® Dolce Gusto® Café Au Lait	
	5	NESCAFÉ® Dolce Gusto® Flat White	
	6	NESCAFÉ® Dolce Gusto® Cappuccino	
	7	NESCAFÉ® Dolce Gusto® Latte Macchiato	
	8	Starbucks® by NESCAFÉ® Dolce Gusto® Caramel Macchiato	
	9	Starbucks® by NESCAFÉ® Dolce Gusto® Latte Macchiato	
	10	Starbucks® by NESCAFÉ® Dolce Gusto® Cappuccino	
	11	Starbucks® by NESCAFÉ® Dolce Gusto® House Blend Americano	
	12	Starbucks® by NESCAFÉ® Dolce Gusto® Espresso Roast	
	13	Starbucks® by NESCAFÉ® Dolce Gusto® Single Origin Columbia	
	14	Starbucks® Caffè Verona® Dark Roast Ground Coffee	
	15	Starbucks® Veranda Blend™ Blonde Roast Ground Coffee	

	16	Starbucks® House Blend Medium Roast Ground Coffee	
	17	Starbucks® Espresso Roast Dark Roast Whole Bean Coffee	
	18	Starbucks® Pike Place® Roast Medium Roast Whole Bean Coffee	
	19	Starbucks® Cappuccino Premium Instant Coffee Mixes	
	20	Starbucks® Caffè Mocha Premium Instant Coffee Mixes	
	21	Starbucks® Caffè Latte Premium Instant Coffee Mixes	
	22	Starbucks® Caramel Latte Premium Instant Coffee Mixes	
	23	Starbucks® Medium Roast Premium Soluble Coffee	
	24	Starbucks® Dark Roast Premium Soluble Coffee	

b. Participating LOTUSS Retail Platforms:**Offline LOTUSS STORES:**

Duration: September 2021 – November 2021			
No.	Region	Retail Name	Address
1	Central	Lotuss iOi City Mall	No 6108 IOI City, AT-1 Lower Ground Floor IOI City Mall, IOI Resort 62502 Putrajaya Selangor
2	Central	Lotuss Mutiara	8, Jln PJU 7/4, Mutiara Damansara, 47800 Petaling Jaya, Selangor
3	Central	Lotuss Puchong	148-149, Pusat Bdr. Puchong, Jln Bandar 3, Off Jln Puchong, 47100 Puchong, Selangor
4	Central	Lotuss Selayang	1081, Jln Ipoh, Mukim Batu, 51200 Kuala Lumpur
5	Central	Lotuss Ampang	PT 8880, Jln Pandan Prima, Dataran Pandan Prima, 55100 Kuala Lumpur
6	Northern	Lotuss Pulau Pinang	1, Lebuh Tengku Kudin 1, Bdr. Jelutong, 11700 Pulau Pinang
7	Northern	Lotuss Tanjung Pinang	No. 1, Jalan Seri Tanjung Pinang, Tanjung Tokong, 10470 Pulau Pinang
8	Southern	Lotuss Seri Alam	Lot PTD 111515, Jln Seri Megah, Bandar Seri Alam, 81750 Masai, Johor Bahru
9	Southern	Lotuss Desa Tebrau	No. 1, Persiaran Desa Tebrau, Taman Desa Tebrau, 81100 Johor Bahru, Johor
10	East Coast	Lotuss Kota Bahru	Lot 1828, Seksyen 17, Bandar Kota Bharu, 15050 Kelantan Darul Naim

Duration: December 2021 – February 2021			
No.	Region	Retail Name	Address
1	Central	Lotuss Kajang	Lot PT 37820 & 11196, Mukim Kajang Saujana Impian, Kajang, Selangor
2	Central	Lotuss Klang	3, Jln Batu Nilam 6/KS6, Bdr. Bukit Tinggi, 41200 Klang, Selangor
3	Central	Lotuss Shah Alam	3, Jln Aerobik 13/43,

			Seksyen 13, 40100 Shah Alam, Selangor
4	Central	Lotuss Kepong	No. 3, Jalan 7A/62A, Bandar Manjalara, 52200 Kepong, Kuala Lumpur
5	Central	Lotuss Bukit Puchong	No. 1, Jln BP 7/1 , Bdr Bkt Puchong 47120 Puchong Selangor
6	Northern	Lotuss Seberang Jaya	2762, Persiaran Sembilang, Seberang Jaya, 13700 Seberang Prai Tengah, Pulau Pinang
7	Northern	Lotuss Extra Penang	2762, Persiaran Sembilang, Seberang Jaya, 13700 Seberang Prai Tengah, Pulau Pinang
8	Southern	Lotuss Bukit Indah	No. 1, Jalan Indah 15, Bukit Indah, 81200 Johor Bahru, Johor Darul Takzim
9	Southern	Lotuss KSL	LG-26, KSL City, No. 33, Jalan Seladang, 80250 Taman Century, Johor Bahru, Johor
10	East Coast	Lotuss Kota Bahru	Lot 1828, Seksyen 17, Bandar Kota Bharu, 15050 Kelantan Darul Naim

ONLINE LOTUSS STORES:

No.	Name
1	LOTUSS website (https://www.tesco.com.my/)
2	LOTUSS mobile app
3	LOTUSS official store on Shopee (https://shopee.com.my/tesco.fbs)
4	LOTUSS official store on Lazada (https://www.lazada.com.my/shop/tesco-groceries?path=index.htm&langFlag=en&lang=en&pageTypeld=1)

c. Official receipts that qualify for redemption are ONLY eligible to those that meet these requirements:

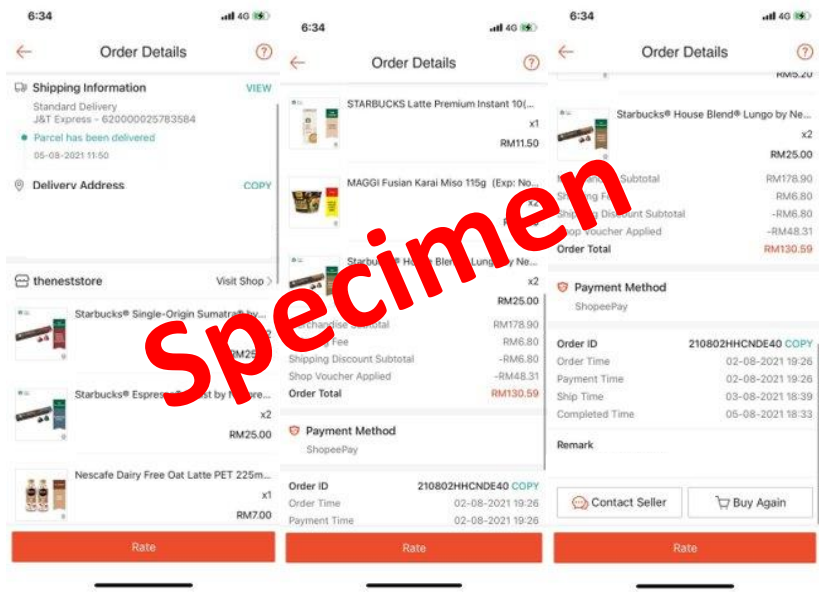
- Original printed copy – photos of receipts are NOT allowed.
- Consists of its individual order and/or receipt number.
- Clear indication of LOTUSS Retail Platform name.
- Receipt date that started on or after redemption program starts (13th SEPTEMBER 2021 ONWARDS).
- Consists of the participating NESCAFÉ® Dolce Gusto® & Starbucks® At Home products as mentioned in paragraph (a.).

Photo examples of official receipts:

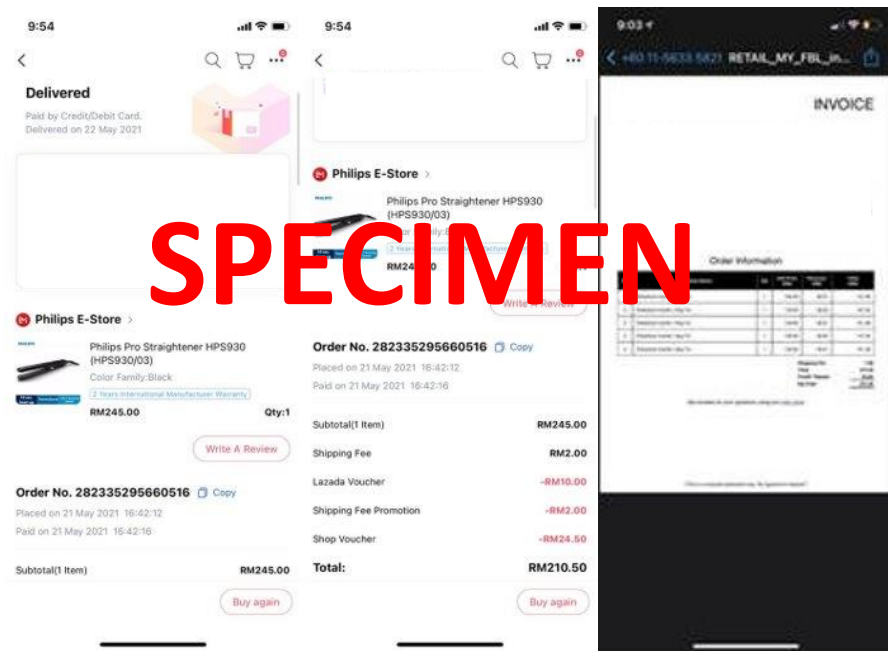
- Offline receipts:



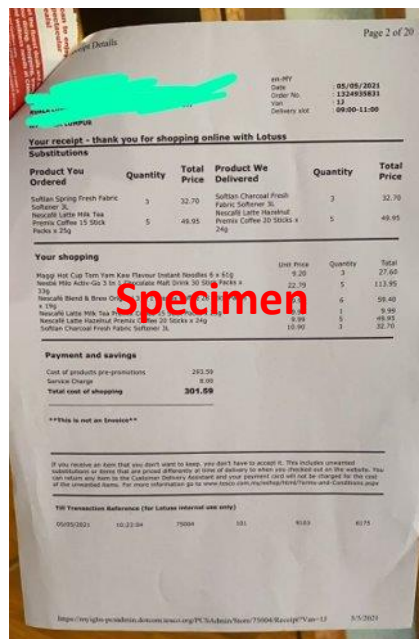
- Online receipts – SHOPEE:



- Online receipts & invoice – LAZADA







- Online receipts – LOTUSS Website & App



Redemption Deadline

All original redemption receipts must be received by the Organiser through the Redemption Outlets on or before 19:00pm on 13/02/2022.

Any original redemption receipts received outside of the Promotion Period will be automatically disqualified.

Premiums & Premium mechanics	There are four [4] different premiums under different pricing tiers & mechanics [collectively the “Premiums”] available for redemption throughout the Promotion Period as per below:				
	Tiers	Mechanics	Premiums	Perceived Value	Photo
	Tier 1	Buy RM150 worth of participating NESCAFÉ® Dolce Gusto® & Starbucks® At Home products	1x NESCAFÉ® Dolce Gusto® Drawstring Bag (blue/yellow)	Worth RM35	
	Tier 2	Buy RM300 worth of participating NESCAFÉ® Dolce Gusto® & Starbucks® At Home products	1x NESCAFÉ® Dolce Gusto® Flask Mug (orange/pink/purple)	Worth RM65	
	Tier 3	Buy RM600 worth of participating NESCAFÉ® Dolce Gusto® & Starbucks® At Home products	1x Starbucks® At Home Merchandise Set: <ul style="list-style-type: none"> • 1x Tote Bag • 1x Notebook • 1x SBUX mug 	Worth RM120	
Tier 4	Buy RM1,500 worth of participating NESCAFÉ® Dolce Gusto® & Starbucks® At Home products	1x NESCAFÉ® Dolce Gusto® Genio S Plus Machine (Black/Red)	Worth RM669		
<ul style="list-style-type: none"> • Images attached are for illustration purposes only. Colour and design variants to be redeemed (except for Tier 3) is subject to first twenty (20) redemption limit per tier and per outlet daily. 					

Prizes/Premiums Claim	<ol style="list-style-type: none"> 1. Submit the original redemption receipt (“Receipt”) to the promoter at the following redemption outlets (“Redemption Outlets”) for redemption. Photocopy or duplication of the receipts are NOT accepted. Premiums are to be collected ONLY at the Redemption Outlets at the following days and times listed below: 			
	Duration: September 2021 – November 2021			
	No.	Region	Retail Name	Timing
	1	Central	Lotuss iOi City Mall	Promoter working hours: 10am – 7pm Promoter break time: 2pm – 3pm
	2	Central	Lotuss Mutiara	
	3	Central	Lotuss Puchong	
	4	Central	Lotuss Selayang	
	5	Central	Lotuss Ampang	
	6	Northern	Lotuss Pulau Pinang	
	7	Northern	Lotuss Tanjung Pinang	

8	Southern	Lotuss Seri Alam	
9	Southern	Lotuss Desa Tebrau	
10	East Coast	Lotuss Kota Bahru	

Duration: December 2021 – February 2021

No.	Region	Retail Name	Timing
1	Central	Lotuss Kajang	Promoter working hours: 10am – 7pm Promoter break time: 2pm – 3pm
2	Central	Lotuss Klang	
3	Central	Lotuss Shah Alam	
4	Central	Lotuss Kepong	
5	Central	Lotuss Bukit Puchong	
6	Northern	Lotuss Seberang Jaya	
7	Northern	Lotuss Extra Penang	
8	Southern	Lotuss Bukit Indah	
9	Southern	Lotuss KSL	
10	East Coast	Lotuss Kota Bahru	

2. One (1) receipt is applicable for redemption once. You may only redeem one (1) Premium per each receipt submission. You may combine your receipts to meet your desired premium pricing tier. However, you may not reuse redeemed receipts or use the excess value of your redeemed receipt for your next redemption.
3. The redemption receipts accumulated during the Promotion Period are non-transferable and not exchangeable for cash in part or in full. Incomplete, illegible, inaccurate Form, with incorrect and/or defective/damaged Proof of Purchase will be disqualified.
4. Each redemption receipt submitted by a Participant together with any material, including without limitation the Proof of Purchase remains the property of the Organiser and will not be returned to the Participant under any circumstances.
5. On the spot redemption during the Promotion Period is limited to the first twenty (20) redemptions per day and during the redemption hours.
6. Customer will need to physically redeem the premiums (except for premium Tier 4) at selected outlets. NO online or call services are allowed. To maintain contactless redemption, customer to hand receipt on promoter booth and desired premiums will be handed to customer on a tray.
7. The Premium is given out on an “as it is” basis. The Prize shall be used/taken entirely at the risk of the Participant and the Organiser, its agent, sponsor, representatives or third party excludes all warranties and liabilities in connection with the Premium to the fullest extent permitted by law.
8. In the event the chosen Premium is not available at the selected Redemption Outlet, the participant has the option to either substitute the premium for a different premium of a LOWER value as stated in “Premiums” section of the T&C) OR fill up a separate form to be provided by the promoter via a Microsoft Forms Link and submit accordingly. The customer will be contacted by redemption agency within 4 – 6 weeks to receive the

	<p>premiums, and delivery of expected premiums to be within 5 – 6 working days from consignment date, depending on the location.</p> <p>9. Premiums under Tier 1 – 3 are available to redeem on the spot except for premium Tier 4. Tier 4 premium will be sent to customer via home delivery. Customer to visit the redemption outlet and fill up a separate form to be provided by the promoter via a Microsoft Forms Link and submit accordingly. The customer will be contacted by redemption agency within 4 – 6 weeks to receive the premiums, and delivery of expected premiums to be within 5 – 6 working days from consignment date, depending on the location.</p>
Additional Terms	All Premiums must be taken according to the terms and conditions of the Organiser, its agent, sponsor, representatives or third party providing the Premiums, as applicable.

*This **Schedule to Conditions of Entry** must be read together with the following **Conditions of Entry**, collectively “**Terms and Conditions**”, and shall be binding on all Participants (and the parent/legal guardian of the participant, in the case of a minor participant) who participate in this Program (hereinafter referred to as “Participants”, “Participant”, “You”, “you”, “your”).*

B: Conditions of Entry

1. Introduction

- 1.1 This Conditions of Entry are to be read together with the Schedule to Conditions of Entry. To the extent that there is any inconsistency between these conditions of entry and the Schedule to Conditions of Entry, the Schedule to Conditions of Entry prevails. The Conditions of Entry and the Schedule to Condition of Entry shall collectively be referred to as the “Terms and Conditions”. Each capitalized term not otherwise defined herein shall have the meaning ascribed to such term in the Schedule to Conditions of Entry. Defined terms will be used singular or plural as the case may be.
- 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 Campaign Period, make Prize substitutions, cancel, terminate or suspend the Campaign in whole or in part. In the event of any changes to the Terms and Conditions, Participants agree that their continued participation in the Campaign will constitute their acceptance of the Terms and Conditions (as changed).
- 1.3 The Organiser’s decision on all matters relating to the Campaign including judging and selection of winners will be final, binding and conclusive on all Participants, and no correspondence or appeals will be entertained.

2. Campaign Entries

- 2.1 By submitting an entry to the Campaign, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions.
- 2.2 All costs and expenses incurred and/or arising from the participation in the Campaign, including without limitation, telecommunications, network, Short Messaging Services, postal and all

such other charges and out-of-pocket expenses as may be incurred by a Participant during or in connection with the Campaign shall be borne by the Participant.

2.3 Proof of submission of an Entry is not proof of receipt, and the Organiser shall not be liable for any delay, lost, damaged and/or non-receipt of submissions. The Organiser is not responsible for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction, unauthorized access to, or alteration of, user or member communications, or any problems or technical malfunction of our telecommunications network or lines, computer online systems, servers or providers, computer equipment, software, failure of e-mail or players on account of technical problems or traffic congestion on the Internet.

3. Eligibility

3.1 Where the eligibility age prescribed in the Schedule to Conditions of Entry is below the age of eighteen (18), Participants are required to obtain the written consent (in such form as may be prescribed by the Organiser), from their parents/legal guardians before participating in the Campaign and submitting any personal information.

3.2 The Organiser may require a Participant to provide proof of eligibility to participate in the Campaign including without limitation, identification documents, and the written consent of parents/legal guardians in the case of Participants below the age of eighteen (18) years.

4. Ineligibility

4.1 The following groups of persons shall not be eligible to participate in the Campaign:

- (a) Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses); and
- (b) Employees of the Organiser's agencies associated with the Campaign and their immediate families (spouse, children, parents, siblings, and their spouses).

5. Disqualification

5.1 The following entries will be disqualified:

- (a) unclear, incomplete, duplicate, copies, illegible or incorrect entries; and/or
- (b) entries that violate the Terms and Conditions, any applicable laws and/or regulations.

5.2 In addition, the Organiser reserves the right to disqualify any Participant that:

- (a) undermines, has or attempted to undermine the operation of the Campaign by fraud, cheating or deception; and/or
- (b) are not eligible or unable to provide proof of eligibility to participate in the Campaign for verification by Organiser when requested.

5.3 In the event of a disqualification after a Prize has been awarded, the Organiser reserves the right to demand for the return of the Prize or payment of its value from the disqualified Participant.

6. Prizes

6.1 The Organiser, its agents, sponsors and representatives shall have no liability to any Participant who defaults in collecting the Prizes in accordance with the Prize Claim/Delivery Date in any

respect whatsoever. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.

6.2 The Organiser reserves the right to substitute any one of the prize(s) with items of equivalent value at any time without prior notice. Prizes are strictly not transferable, assignable, exchangeable or redeemable by the Participant in any other form or manner other than that specified by the Organiser.

6.3 Any additional costs not specifically stated in the Schedule to Conditions of Entry in relation to a Prize shall be the responsibility of the Winner.

6.4 All Prizes must be taken according to the terms and conditions of the Organiser, its agent sponsor or third party providing the Prizes.

6.5 Prize(s) are given out on an “as it is” basis. The Prize shall be used/taken entirely at the risk of the Participants and the Organiser excludes all warranties and liabilities in connection with the Prize to the fullest extent permitted by law.

6.6 Prizes must be claimed in person unless the Organiser prescribes other modes of collection.

6.7 Where a Participant is under the age of 18 years of age and is declared a Prize winner, the Participant must be accompanied by their parent/legal guardian throughout the Prize fulfilment.

7. Publicity

The Organiser may use a Participant’s entry including without limitation, photos, drawings, text, and any other content or information submitted for purposes of the Campaign (collectively the “Materials”), and the Participant’s name, and/or likeness, for advertising, publicity and Campaign of any goods or services of the Organiser, for an unlimited time throughout the world without compensation, and in any media. The Participant shall do all things necessary to give effect to this if requested by the Organiser.

8. Intellectual Property Rights

The Participant agrees that all intellectual property rights in any contents and/or materials submitted, made or created by the Participant in connection with the Campaign and any derivative works arising there from will perpetually and unconditionally be vested in, assigned to and owned by the Organiser. The Organiser has the right to use and modify such materials or works in any way it deems fit without compensation to the Participant and the Participant waives all rights he or she may have in such materials or works.

9. Indemnity

Each Participant agrees to indemnify, release and hold harmless each of the Organiser, its holding, subsidiary or related companies as defined in the Companies Act 2016 (“Nestlé Malaysia Group”), directors, officers, employees, agents, sponsors and/or representatives against any and all losses, rights, claims, actions and damages (including special, indirect and consequential damages) arising from or incurred as a result of the Participant’s participation in the Campaign, acceptance of any Prize, and/or the use of the Participant’s entry and/or likeness in connection with the Campaign or violation of the Terms and Conditions.

10. Limitation of Liability

10.1 The Participant's participation in the Campaign shall be at the Participant's own risk.

10.2 The Organiser, Nestlé Malaysia Group, its, directors, officers, employees, agents, sponsors and/or representatives shall not be liable to any Participant in respect of any loss or damage whatsoever which is suffered, including but not limited to indirect or consequential loss, or for personal injury suffered or sustained by the Participant arising out of or in connection with the participation by the Participant in the Campaign, as well as the redemption and/or utilisation of any Prize won.

11. General

11.1 The Organiser, its agents, sponsors and/or representatives shall not be liable to perform any of their obligations in respect of the Campaign and the Terms and Conditions where they are unable to do so as a result of circumstances beyond their control and shall not be liable to compensate the Participants in any manner whatsoever in such circumstances.

11.2 Any names, trademarks or logos used and or reproduced in any materials (including marketing and Campaign materials) in connection with this Campaign, in particular that relates to the Prize, are the properties of their respective owners. This Campaign and the Organiser are not affiliated with, or endorsed or sponsored by, the relevant owners, unless otherwise communicated, and such owners are not part of the Organiser's group of companies.

11.3 The Participants shall not be entitled to assign any of the rights or sub-contract any of the obligations herein. The Organiser shall be entitled to assign or sub-license the whole or any part of its rights hereunder to any third party as may be determined by the Organiser.

11.4 The invalidity, illegality or unenforceability of any terms hereunder shall not affect or impair the continuation in force of the remainder of the Terms and Conditions of the Campaign.

11.5 Where the Terms and Conditions of the Campaign is prepared in English and any other language(s) in the event of any inconsistency between the English language and the other language(s), the English language version shall prevail and govern in all respects.

11.6 The Terms and Conditions of the Campaign shall be construed, governed and interpreted in accordance the laws of Malaysia.

12. Privacy Notice

12.1 By participating in the Campaign, the Participant agrees to the processing of the Participant's Personal Data by the Organizer in accordance with the Privacy Notice in www.nestle.com.my/info/privacy_notice.

12.2 Dengan menyertai Kempen, Peserta bersetuju dengan pemprosesan Data Peribadi Peserta oleh Penganjur berdasarkan Notis Privasi di www.nestle.com.my/info/privacy_notice.