

EMART "BUY RM70 of Dugro products redeem RM5 TnG ewallet " | 26 October – 8 November 2026

Terms and Conditions:

1. "Buy Rm70 of Dugro Products Redeem TNG RM5 " ("**Campaign**") is organised by Danone Specialized Nutrition (Malaysia) Sdn. Bhd. ("**Organiser**"). By participating in the Campaign, you ("**Participant**"):

a. confirm that you have read, understood and agreed to accept these terms and conditions of the Campaign as set out below ("**Terms and Conditions**").

b. consent to the processing of your Personal Data in accordance with these Terms and Conditions and the privacy notice at the following link: <https://www.dugro.com.my/bm/privacypolicy.html>

c. agree that the Organiser's decision on all matters relating to the Campaign, including judging and selection of winners, is final, binding and shall not be disputed by any Participant. Any correspondence and appeals will not be entertained.

2. This Campaign is open to all Malaysian citizens aged 18 years and above (as of 1 January 2026), except employees of the Organiser and their immediate family members, including its affiliated companies, suppliers/distributors, promotional agencies, and advertising/PR agencies involved in this Campaign.

3. The Campaign begins on **26 October 2026** and ends on **8 November 2026** ("**Campaign Period**"). All Campaign entries must be received by **8 November 2026**, 11:59 PM. Only original receipts dated between **26 October 2026 and 8 November 2026** ("**Proof of Purchase**") are valid for this Campaign. Proof of Purchase may only be used once. Any late entries or entries with Proof of Purchase dated outside the stated Campaign Period will not be entertained. The Organiser reserves the right to amend the Campaign Period at any time with notice at <https://www.dugro.com.my/bm.html> or by any other means. Campaign entries are deemed received at the time of receipt via WhatsApp by the Organiser and not at the time of sending or posting. The Organiser's computer and internal systems are the official timekeeping device for this Campaign.

4. How to participate:

a. The Campaign is only valid for each purchase of **Dugro® Step 3 / 4 / 5 (300g / 550g / 700g/ 750g/ 850g / 1.5kg) any variant, Dugro® Sure, Dugro® Sure PLUS, Dugro® Soy GUM worth RM70 & above** in a single original receipt, and each original receipt is eligible for one (1) entry. All entries are limited to products purchased from the branch outlets listed below **with POSM (promotional communication card) displayed ("Participating Outlets")** during the Campaign period:

Outlet
EMART

b. Submit - WhatsApp to **+6018-9005277** with <Name>, <NRIC Number>, <Contact Number>,<Receipt Number>, and attach a complete and clear photo of the Proof of Purchase.

c. Proof of Purchase is considered valid with the following details:

i. Time and date of purchase.

ii. Name and address of the Participating Outlet where the purchase was made.

- iii. Purchase receipt number.
- iv. Full description of the Dugro® product(s) in the purchase.

***Redemption is limited and based on first come first serve basis.**

*** One (1) receipt only entitle for one (1) redemption.**

*** Each phone number with valid Proof of Purchase is only entitled to redeem a maximum of THREE (3) TNG eWallet Reload PIN throughout the Campaign Period.**

6. Redemption Eligibility and Prize :

a. Eligible participants will be contacted by the Organizer's appointed agency through registered mobile number from WhatsApp with Maximum one (1) month after the entries submission. The Organizer will inform and present the Touch 'n Go pin to the eligible participants via mobile number given. The Organizer/agent is entitled to ask for your personal information for verification purposes and/or to arrange for delivery of the prize.

b. Eligible participants will have to keep all the receipt and invoice / e-invoices as Proof Of Purchase to redeem prize. Eligible participants who failed to present the Proof Of Purchase will be disqualified or disregarded.

c. Submission not between campaign period will not be entertained.

d. The Organizer/agent will not be responsible if the eligible participants cannot be contacted for any reason (including but not limited to: no reply, telephone no. provided not in service, no network connection etc), the prize will be forfeited entirely at the discretion of the Organizer. The Organizer/agent shall not be held liable in the event the eligible participants cannot be contacted for whatever reasons. For purposes of impartiality and avoidance of any disputes, all related telephone conversations may be monitored and recorded. Your continued participation in these telephone conversation(s) serves as express consent to be monitored and recorded.

e. Any Proof of Purchase in unclear, incorrect, duplicate, copies, missing, illegible or incomplete conditions will not be accepted.

f. Redemption entry/submission via WhatsApp will be deemed as invalid if the Participant submits a 'Disappearing Message' via WhatsApp app whereby the chat and the image of the receipt disappears within a stipulated time.

g. Prizes are non-exchangeable, not redeemable and non-transferable for cash or other deals of any kind or for resale under any circumstances.

h. Decisions made by the Organiser are final, binding and shall not be disputed. Any form of dispute and/or complaint through any medium will not be entertained.

7. The Organiser and all parties involved in this Campaign, including directors, officers and agents, shall not be responsible for the following:- (a) Interference by unauthorised parties; (b) Human error and electronic/technical failure in the administration of this Campaign; (c) Any entry misdirected or not received; and (d) All liability (including death) involved whether caused directly or indirectly by the use of the Prize and/or participation in this Campaign.

8. The Organiser reserves the right, at its discretion, to reject or disqualify any entry that is incorrect, incomplete, illegible, damaged, late and/or does not have the correct Proof of Purchase. Any entry containing elements of allegation or defamation, involving impersonation, infringing (or potentially infringing) any copyright, trademark, or any intellectual property rights or proprietary rights of any entity, whether living or deceased (including rights of privacy, publicity or false portrayal), will be automatically forfeited.
9. The Organiser reserves the right to replace any Prize with another prize of equal or similar value without prior notice and at its sole discretion. The Organiser makes no warranty regarding the marketability, quality of the prize or fitness for any particular purpose.
10. The Organiser reserves the right, at its discretion, to amend, reject or disqualify any entry, including and not limited to, entries containing any element related to infants and/or selected products that violate the Malaysian Ministry of Health's Code of Ethics for the Marketing of Infant Foods and Related Products.
11. The Organiser reserves the right to extend the time period stated under this clause at its sole discretion.
12. The Organiser shall not be responsible for any default or loss suffered by any party caused by natural disasters, war, riots, strikes, industrial action, epidemics, quarantine, government restrictions or government action, fire, flood, storm, technical failure or any event beyond the reasonable control of the Organiser.
13. Participants are fully responsible for bearing all risks, liabilities, injuries, damages or claims caused by their participation in this Campaign and from the use of the prizes, including but not limited to any warranties or terms of use attached to such prizes.
14. By accepting or using any Campaign Prize, participants agree to release the Organiser, all its business partners and other parties associated with this Campaign, including their directors, officers, employees and agents, from any claims, prosecutions, judgments, damages, losses or liabilities incurred, related to their participation in this Campaign, and/or the receipt and/or redemption and/or use of any Prize.
15. To the extent permitted by law, Participants agree to waive any rights in respect of loss or damage arising from the use of the Prize or the Participant's participation in this Campaign against the Organiser and/or its officers, employees, representatives and/or appointed agencies (including suppliers or any third party).
16. By participating in this Campaign and accepting the prize, winners agree and consent to the Organiser using their name, address, photograph, personal details, documents, and information without any royalty or compensation payment for advertising purposes and all other forms of publicity, including, without limitation, any recordings related to this Campaign from time to time.
17. All Proof of Purchase submitted for this Campaign shall become the property of the Organiser.
18. **Processing of Personal Data.** By participating in this Campaign, each Participant agrees to the collection, use and processing of personal data provided by the Participant to the Organiser, which includes the Participant's name, NRIC, address, email address, contact details, and any information that may identify the Participant (collectively, "Personal Data") for purposes related to the Programme as stated in these terms and conditions. By participating in the Campaign, the Participant has agreed that the Organiser has the right to transfer Personal Data details (including and without limitation, name,

address, phone number, identification card number) to appointed agencies for the purpose of managing and contacting Participants for the purpose of this Campaign only. Participants have the right to access, correct or withdraw consent to disclose personal details from the Organiser. Requests may be made via email to privacy.my@danone.com or by phone: 1800 38 1038. Refer to <https://www.dugro.com.my/bm/privacypolicy.html> for the Full Notice under the Personal Data Protection Act 2010.

19. The Organiser reserves the right to amend, cancel, terminate, postpone or suspend this Campaign by giving prior notice on the website (<https://www.dugro.com.my/bm/terma-dan-syarat.html>), and without bearing any liability to anyone, at any time including amending the Campaign Period, making prize substitutions, cancelling or terminating or suspending the Campaign in whole or in part. Should there be any changes to the Terms and Conditions, Participants agree that their continued participation in this Campaign signifies their acceptance of the Terms and Conditions (as amended). Participants are not entitled to make any claim or compensation from the Organiser for any loss suffered.