

Dugro® Core First Purchase Reward Program 1st July to 31st December 2025

Terms and Conditions

1. "Dugro®Core First Purchase Cashback Reward" ("**Program**") is organized by Danone Specialized Nutrition (Malaysia) Sdn. Bhd. ("**Organizer**"). By participating and entering this Program, you ("**Participant**") agree to be bound by the Terms & Conditions set out herein.
2. The Program starts on 1st July 2025 (00:00:00 a.m.) and ends 31st December 2025 (23:59:59 p.m.) ("**Program Period**").
3. The Program is open to Participants aged 18 and above as of 2025 who reside in Malaysia.
4. How to participate:
 - The program is split to two (2) activities: (A) Iron Deficiency Anemia/IDA Risk Assessment and (B) Redeem Cashback (Get RM5 Touch 'n Go) in the screen main menu of the microsite.
 - A) IDA risk assessment activities: participant click on the screen or scan the QR code through screen:
 - i. Click on the "Check IDA" button.
 - ii. Key details of their children – gender and age
 - iii. Participant agreed and tick on the terms & conditions, Privacy Policy and authorization to disclose personal data to third parties to deliver value added services to Participant, then proceed to next page.
 - iv. Complete 7 questions
 - v. Assessment result screen: Risk of IDA is indicated ie Low Risk or High Risk
 - B) Redeem Cashback (Get RM5 Touch 'n Go) activities:
 - Participant is entitled to one (1) Touch 'n Go Reload Pin worth RM5 ("**Redemption Item**") upon purchase of Dugro® Core products from all participating stores & e-commerce Shopee and Lazada ("**Participating Stores**") during the Program Period.
 - How to participate:
 - i. A person who purchases Dugro® Core (Dugro Asli, Honey, Choc & Fruits & Vege Step 3, 4 & 5) products for the first time in a single receipt at Participating Stores during Program Period and obtains the Proof of Purchase (as defined below) is an eligible Participant.
 - ii. Only original receipts dated between 1st July 2025 and 31st December 2025 ("**Proof of Purchase**") is valid for redemption. All entries must be received by 31st December 2025. Proof of Purchase must be kept for verification purposes.
 - iii. Click on the "Get Cashback" button in the microsite, then sign-up and validate as new user by using a valid mobile number (WhatsApp enabled) , name as per NRIC and email address.
 - iv. Email notification on the status of registration will be sent to the participant registered email address for verification purpose.
 - v. Upload the proof of purchase and it is deemed valid if it clearly states the following items: -
 1. The time and date of the purchase.
 2. The name, business ID and address of the Participating stores where the purchase was made.
 3. Transaction ID of the purchase.
 4. A full description of Dugro® Core products in the purchase.
5. Redeem of Touch 'n Go Reload Pin worth RM5:
 - i. Click on the "Get Cashback" button in the microsite.
 - ii. Sign-up as valid new user by using valid mobile number (WhatsApp enabled) , name as per NRIC and email address . Email notification on the status of registration will be sent to the participant registered email address verification purpose.

- iii. Upload clear picture of Proof of Purchase and key in receipt amount , product purchased , unit(s) and outlet name. A notification message will pop-up to inform the Participant that the successful upload status and the Proof of Purchase will be validated within 5 working days.
 - iv. Maximum 1 redemption of Touch 'n Go Reload PIN worth RM5 per new user per phone number. Touch 'n Go Reload Pin will be sent via WhatsApp to the contact number provided by the new user within 5 working days after successful validation. It is the responsibility of the Participant to provide the correct contact number.
 - v. The redemption is valid for Malaysian mobile numbers only. The Touch 'n Go Reload PIN is not transferable, exchangeable, or redeemable for cash. The Touch 'n Go Reload PIN received by the Participant must be redeemed by 31st December 2025. The Organizer will not entertain any claims by a Participant with an expired PIN.
6. These Terms and Conditions constitute a legally binding agreement made between you, whether personally or on behalf of an entity ("you") and Organizer, concerning your access to and use of the Dugro® Core IDA website as well as any other media form, media channel, mobile website or mobile application related.
7. Organizer reserves the right to verify the eligibility of any individual who signed up and may refuse the membership application of any individual that provides inaccurate, incomplete details or it determines to be tampering with the Program process including but not limited to providing inaccurate, incomplete or false details.
8. The Organizer, all its Program partners and other parties involved in the Program, including their directors, officers and agents are not liable in any way for the following: (a) intervention by unauthorized parties during the Program; (b) any human errors and electronic/technical failure in the administration of the Program and processing of entries; (c) any entry that is lost, damaged, wrongly delivered or not received; and (d) any liability (including death) whether directly or indirectly caused by their participation in the Program and usage of the Redemption Items.
9. The Organizer at its sole and absolute discretion, reserves the right to reject any entry that is wrong, incomplete, unclear, damaged, torn, soiled, late, with wrong or insufficient Proof of Purchase. Any entry containing elements of allegations or defamation, involving the misrepresentation, infringing (or may be infringing) any copyright, trademark, or any intellectual property rights or proprietary rights of any entity, both for survival and for the deceased (including privacy rights, publicity or fraudulent images) will be disqualified automatically.
10. The Organizer reserves the right, at its sole discretion, to provide an alternative item of an equivalent value without prior notice. Any representations and warranties including but not limited to quality assurance, trade or eligibility of the Redemption Item are exempted from the Organizer.
11. Participant is responsible for all risks, liabilities, damages or claims caused by the use of the Redemption Item or by their participation in this Program. All expenses incurred to participate in this Program are the sole responsibility of the Participant.
12. By participating and/or accepting and/or using any of the Redemption Item(s), Participant agrees to release liability of the Organizer, all its business partners and other parties relating to this Program, including their directors, officers, employees and agents from any claim, prosecution, judgment, damage or loss.
13. The Organizer reserves the right, at its sole discretion, to alter, reject or disqualify, without limitation, any entry with element of violation of the Health Ministry's Code of Ethics in Marketing Infant Food and Related Products.

14. The Organizer shall not be liable for any default or loss suffered by any party due to natural disaster, war, riot, strike, industrial action, epidemic, fire, flood, storm, technical failure or any event that is beyond the reasonable control of the Organizer.
15. By participating in this Program, Participants agree and have given the Organizer the rights to use their name, address, photograph, particulars, documents and information for the purpose of advertising and all other forms of publicity from time to time without any royalty or compensation including, without limitation to any taping(s) and recording(s) in connection with the Program.
16. All entry forms and Proof of Purchases submitted for the Program will be the property of the Organizer. By participating in this Program, each Participant to the Organizer's collection, use and processing of the personal data provided by the Participant, which includes Participant's name, NRIC, address, email address, contact details, and any information which may identify the Participant (collectively, "**Personal Data**") for the purposes relating to the Program as specified in these terms and conditions ("**Purpose**").
17. The Organizer may transfer Personal Data (including but not limited to, name, address, contact numbers, IC numbers) to service provider(s) for the purposes of administering the Program and contacting Participants, solely for this Program only. Participant has the right to obtain access, request correction or withdraw consent to disclose any personal information held by the Organizer. Such requests can be made via email to the Organizer at Carelina@dugro.com.my for full details of Full Notice under the Personal Data Protection Act 2010, Participant may refer to <https://www.dugro.com.my/bm/privacypolicy.html>
18. By participating in the Program, Participant has agreed to be bound by the terms and conditions and agreed that all matters relating to this Program are final and binding on all Participants of this Program, and no correspondence will be entertained.
19. The Organizer may at its sole and absolute discretion amend the terms and conditions set herein without any prior notice. The Organizer reserves the right to modify, cancel, terminate or suspend this Program with the notification on <https://www.dugro.com.my/bm/privacypolicy.html> or in any other manner. The Participant shall not make any claim or compensation from the Organizer for any losses incurred.
20. To the maximum extent permitted by law, Participant agrees to waive any right against the Organizer and/or officers, employees, representatives and/or designated agents (including suppliers or any third party) in respect of loss or damage arising from the use of the Redemption Item or from the participation in this Program.
21. Please note that it will be necessary for the Organizers to process the Personal Data for the Purpose without which the Organizers may not be able to accept and/or process the Participant's entry.