

DEAR NESTLÉ EXCLUSIVE CNY 2024 Campaign (“Promotion” or “Redemption”)

Terms and Conditions

1. This Promotion is organised by NESTLÉ Singapore (Pte) Ltd (“**NESTLÉ**”) and valid for all DEAR NESTLÉ Club Members who have made purchases for the CNY 2024 Campaign between 26 December 2023 to 31 December 2023. The first 88 successfully verified DEAR NESTLÉ Club Members will be eligible for free delivery. More details on the CNY 2024 Campaign can be found <https://dearnestle.com.sg/promotions/greatnestlesalecny2024DNexclusive>.
2. This Promotion is only open to all registered DEAR NESTLÉ Club Members who have completed the sign-up process via the Dear Nestlé Singapore website or who have joined any of Nestlé Singapore Brand promotions and are currently part of DEAR NESTLÉ mailing list (“DEAR NESTLÉ Club Members” or “Participant”).
3. For reiteration purposes and further details available <https://dearnestle.com.sg/promotions/greatnestlesalecny2024DNexclusive>, DEAR NESTLÉ Club Members who purchase:

- a minimum **S\$158 nett** purchase of NESTLÉ participating products* in a single original receipt may redeem a **HAPPYCALL (Korea) Plasma Titanium Die-Cast Induction Chef Wok with Steamer and Lid (28cm)**; Or a **MAYER Electric Multifunctional Hot Pot (4.5L)**

(nett means the gross amount of purchases made, less deductions for any form of purchase discounts (e.g., discount cards), product returns and allowances)

(HAPPYCALL Plasma Titanium Die-Cast Induction Chef Wok with Steamer and Lid (28cm)**, **MAYER Electric Multifunctional Hot Pot (4.5L)** hereinafter referred to as each a “**Premium**” and collectively the “**Premiums**”)

For more details, please refer to the section “How to Redeem” below.

For all Premiums redemption, DEAR NESTLÉ Club Members may not combine receipts and all receipts submitted for redemption must be the original receipt issued by the participating outlets. **Qualifying purchase must comprise at least two (2) NESTLÉ participating product brands (identified below)**. Promotion is only applicable for in-store purchases (excluding online purchases).

*Participating Product means products from participating product brands MILO[®], NESCAFÉ[®], NESCAFÉ[®] DOLCE GUSTO[®] (excludes NESCAFÉ[®] DOLCE GUSTO[®] machines), COFFEE-MATE[®], OMEGA[®], NESTUM[®], NESPRAY[®], EVERYDAY[®], MAGGI[®], KITKAT[®], BUITONI[®], HARVEST GOURMET[®], STARBUCKS[®] At Home products, all of which are imported and distributed by NESTLÉ Singapore only. Excludes NESTLÉ[®] Breakfast Cereals, Infant, Chilled and Frozen and non-retail packs / NESTLÉ PROFESSIONAL[®] range and any other ongoing NESTLÉ promotional premium packed products (i.e., products with free gift promotion/banded with an electrical appliance premium) as instructed on the respective packs.

Also excludes any product from the aforementioned participating product brands that have a total discount* of 30% or more from the pre-discounted price of the product as advertised or indicated by the retailer at the relevant participating retailer outlet at time of purchase.

*total discount includes all sources of price reduction / deduction (e.g., discount cards) but excludes all forms of cash equivalent price reductions / deductions (e.g., vouchers, points redemption).

4. Redemption is capped at three (3) Premiums per DEAR NESTLÉ Club Members. NESTLÉ does not guarantee the availability of any Premiums. All Premiums are on a **“FIRST COME FIRST SERVE”** basis, **“WHILE STOCKS LAST”** and **STRICTLY NOT EXCHANGEABLE**. For the avoidance of doubt, **NO PARTICIPATING PRODUCT RETURNS OR REFUNDS ARE ALLOWED** if you wish to qualify for this redemption. NESTLÉ reserves the right to disqualify, at NESTLÉ’s sole and absolute discretion, any DEAR NESTLÉ Club Member at any time if a participating DEAR NESTLÉ Club Member returns any Participating Product(s) without NESTLÉ’s prior written consent.
5. Traders, distributors, retailers, online retailers purchasing in bulk, or any person or entity purchasing the Participating Products (as defined above) for commercial purposes (each a **“Commercial Party”**), and any entities and/or persons who are deemed to be a Commercial Party in Nestle’s sole and absolute discretion are strictly not eligible for participation in this Promotion.

HOW TO REDEEM (First 88 successfully verified entries only)

6. DEAR NESTLÉ Club Members will receive an email containing information on how to be eligible for a free delivery (“EDM”). DEAR NESTLÉ Club Members must follow the link available on the EDM, fill in the redemption form with the requisite details for the processing of the redemption.
 - (i) You will be required to upload the FULL ORIGINAL purchase receipt (receipt must show date and time of purchase). Proof of submission is not proof of receipt. Please retain original receipt for verification should you qualify for the redemption.
 - (ii) **Original receipt must be provided to the delivery person to be able to redeem the gift.** Duplicate, reprint or copy of supermarket receipts are disqualified from redemption.
 - (iii) DEAR NESTLÉ Club Members will be contacted through their email address submitted for this Promotion within one (1) working day after the redemption submission to confirm your submission of the redemption form (**“Initial Confirmation Email”**). Notice of successful redemption will be sent to the relevant DEAR NESTLÉ Club Members at least ten (10) working days from the initial confirmation email (the **“Notice”**).
 - (iv) The Premium will be delivered to the address input by the DEAR NESTLÉ Club Members on the redemption form. NESTLÉ may use third party service providers to make the delivery of the Premium. NESTLÉ takes no responsibility for any Premiums damaged, delayed or lost in transit, and shall not be liable once the Premiums have left the custody of NESTLÉ. DEAR NESTLÉ Club Members must remain contactable at all times and provide reasonable assistance to NESTLÉ and/or any third party service provider NESTLÉ may engage for the delivery of the Premium. If in NESTLÉ’s sole discretion the DEAR NESTLÉ Club Members does not respond or is otherwise uncontactable within 2 calendar days from the Notice or NESTLÉ’s last contact with the DEAR NESTLÉ Club Member (whichever is the later).
 - (v) Delivery slots are fixed and the stated delivery period will be provided in the notification to the DEAR NESTLÉ Club Members. Only qualified entries will be processed and contacted. NESTLÉ will not extend the stated delivery period for any reason whatsoever. If the DEAR NESTLÉ Club Members has already redeemed at

the roadshow, his/ her entry will be rejected. If a DEAR NESTLÉ Club Members fails to be at home to claim his/her Premium within the stated delivery period in the email redemption notification, his/her Premium will be forfeited after 2 failed delivery attempts from 29 January 2024 to 7 February 2024, and the DEAR NESTLÉ Club Members shall not have any claim against NESTLÉ for such forfeiture.

- (vi) Processing leadtime for submission requires minimum of three (3) weeks from closing date 31 December 2023. Successful submissions will be notified by Week of 22 January 2024.
7. All redemption submissions are subject to verification at NESTLE's sole discretion. Please ensure that you have a working internet connection before submitting. Nestlé shall not be responsible nor liable for any late submissions due to any connectivity or other electronic issues.
 8. Proof of submission for entry into the Promotion is not proof of receipt. All late, incomplete, illegible, tampered entries will be disqualified. NESTLÉ is not obligated to inform disqualified entries. No correspondence will be entertained.
 9. Premiums are strictly not exchangeable, whether for cash, credit or other items (including another Premium) in part or in full. Nestlé may, without prior notice, replace a Premium with another item of comparable value.
 10. Premiums are redeemed on an "as is" basis, and all warranties and representations are expressly excluded to the fullest extent possible. NESTLÉ shall not be responsible for the quality, merchantability or fitness for any purpose or any other aspect of the Premiums. NESTLÉ, shall at all times, not be held liable for any loss, injury, damage, or harm suffered as a result of availing the Premiums. Each Participant agrees that NESTLÉ is not and will not be an agent of any third-party vendor or service provider, and as such any and all disputes about the quality of the Premiums provided by the vendor shall be solved directly with them.
 11. NESTLÉ reserves the right to terminate or suspend this Promotion and/or amend the terms and conditions of this Promotion at any time without prior notice.
 12. NESTLÉ's decisions on all matters relating to this Promotion are final and binding, and no correspondence will be entertained.
 13. NESTLÉ may at its sole discretion, disqualify any person who does not meet the eligibility requirements stated in these terms and conditions.
 14. By choosing to participate in this redemption promotion, **each participating Participant agrees and hereby consents** that NESTLÉ may collect, use and disclose such Participant's personal data to its affiliates, service providers and partners, as provided in this entry form, for the following purposes in accordance with the Personal Data Protection Act 2012 ("PDPA") and NESTLÉ's data protection policy available at our website www.nestle.com.sg:
 - (a) to administer this Promotion, including to contact the Participant and to conduct verification and other actions in connection with this Promotion for the administration of Premiums in relation to this Promotion;
 - (b) use the personal data for promotional, advertising (included targeted advertising) or marketing activities which NESTLÉ believes may be of interest to the Participant;
 - (c) to send out marketing, advertising (including targeted advertising), communication and promotional materials to the Participant relating to any products manufactured, marketed or

sold by NESTLÉ and its affiliates.

Any information, personal data and material about or obtained from the Participant may be accessed, stored or otherwise processed in any medium or format determined by NESTLÉ, and may be transmitted across national borders for storage and/or processing in accordance with the PDPA. If a Participant requires access to his/her personal data or any amendment or correction to be made, he/she should contact the relevant NESTLÉ officer at Nestle.privacy@SG.nestle.com. To withdraw consent to any specific use of his/her personal data, please visit the “Unsubscribe” tab on www.nestle.com.sg or contact NESTLÉ at Nestle.privacy@SG.nestle.com.

To find out more about how NESTLÉ uses a Participant's personal data, the Participant can refer to NESTLÉ Singapore's Privacy Policy online at <http://www.nestle.com.sg/info/privacypolicy>.

15. By participating in this Promotion, each Participant agrees that NESTLÉ and its affiliates may collect, use and disclose his/her personal data (1) to provide him/her with products and services (including those of NESTLÉ's commercial partners), (2) for consumer research, Promotional and marketing purposes, NESTLÉ and its affiliates may share his/her personal data with third parties to support their administrative and business functions or to carry out cross Promotion. For questions about the personal data, please visit <http://www.nestle.com.sg/info/privacypolicy>.
16. To extent permitted by law, NESTLÉ will not be responsible or liable for any loss, injury, death, claim or damage suffered by any person arising out of or in connection with this Promotion and Premiums, and each Participant of this Promotion and any person acting on his/her behalf shall release completely and indemnify NESTLÉ from any claims, losses, damages, costs or expenses incurred in connection therewith.
17. Any intellectual property contained in any materials used in connection with this Promotion and the Premiums is the property of their respective owners.
18. The terms and conditions of this Promotion are governed by Singapore law, and Participants of this Promotion shall submit to exclusive jurisdiction of Singapore courts.

These terms and conditions are updated as of 28 December 2023.

For any enquiries relating to the Promotion please contact Nestlé Consumer Services at toll-free line 800 6011 633 or email consumer.services_sg@care.nestle.com with subject “Nestlé CNY 2024 Campaign”.