

SUPREME REWARDS, SUPREME BOWL!

FAQ

1. How do I join?

To be eligible to join, you must be a Malaysian aged 18 years and above and must purchase a minimum of RM50 inclusive of an OldTown White Coffee SUPREME BOWL item in a single receipt from any OldTown White Coffee outlet nationwide during the campaign period.

2. Can I combine receipts to meet the minimum RM50 purchase?

No, you cannot. You must spend a minimum of RM50 inclusive of an OldTown White Coffee SUPREME BOWL item in a single receipt.

3. What are the excluded participating products?

All products are inclusive. The minimum requirement for entry is to have at least one (1) OldTown White Coffee SUPREME BOWL.

4. What is the contest period?

The contest starts on 21st November 2022 and will end on 1st January 2023.

5. Where and how do I submit my contest entry?

You can submit as many times as you wish, just follow the steps below to participate

- a) Log on to bit.ly/OTWCSupremeBowl
- b) Fill up the form with your details and your receipt. (You can upload a file up to 3MB in size for each receipt. You can submit more than once for different dated receipts. Each receipt that meets the qualifying criteria will be processed as 1 contest submission.)
- c) Answer 2 simple questions.
- d) We'll contact you if you are the winner (refer no. 11)

6. Can I submit online/e-Commerce purchase receipts?

No. This contest is limited to dine-in or takeaway purchase at participating OldTown White Coffee outlets. For full list of participating outlets, please refer to:

<https://oldtownmy.com/download/OutletListSupremeBowlRewards.pdf>

7. How many entries can I earn when I buy OldTown White Coffee SUPREME BOWL products?

Every RM50 spent in a single receipt with purchase of any OldTown White Coffee SUPREME BOWL products will earn you one (1) entry.

Your qualifying spend will be divided by RM50 to derive the number of entries. We will perform a rounding down to the nearest lower whole number where the results of the division are NOT a whole number.

Example:

Total purchase of RM124 and 2 orders of any SUPREME BOWL.

Qualifying spend	RM124
Division by RM50	RM124/RM50
Division result	2.48
Base entry for contest	2
Order of SUPREME BOWL	2
Base qualified for Entry	2

Total purchase of RM124 and 1 order of any SUPREME BOWL.

Qualifying spend	RM124
Division by RM50	RM124/RM50
Division result	2.48
Base entry for contest	2
Order of SUPREME BOWL	1
Base qualified for Entry	1

Reference table for base entries based on qualifying spend:

		Entries
		Base
Purchase Amount (RM) per receipt	RM50	1
	RM100	2
	RM150	3
	RM200	4
	RM250	5
	RM300	6
	RM350	7
	RM400	8

8. What prizes can I win?

Grand Prize

1 x Family Trip (2 Adults + 2 Children) to Universal Studios Japan
[including Hotel + USJ tickets & Flight tickets]

Weekly Prizes

6 x Family Trip (2 Adults + 2 Children) to Genting SkyWorlds Theme Park
[including Hotel + Theme Park Tickets]

9. What are the Weekly Contest Periods?

The six [6] weekly periods are as below:

WEEK 1: 21 NOVEMBER 2022 - 27 NOVEMBER 2022

WEEK 2: 28 NOVEMBER 2022 - 4 DECEMBER 2022

WEEK 3: 5 DECEMBER 2022 - 11 DECEMBER 2022

WEEK 4: 12 DECEMBER 2022 - 18 DECEMBER 2022

WEEK 5: 19 DECEMBER 2022 - 25 DECEMBER 2022

WEEK 6: 26 DECEMBER 2022 - 1 JANUARY 2023

10. Can I win more than 1 prize?

Each participant can only win ONE (1) Grand or ONE (1) Consolation prize throughout the contest period.

11. How do I know if I'm shortlisted as a winner?

Shortlisted winners will be contacted by our appointed agency for winner verification.

Grand Prize Shortlisted Winner: Our appointed agency (Call Center number: 03 7499 0085) will contact the shortlisted winners on their mobile phone submitted during registration. Our agency will make 3 attempts to contact you within 1 day. Those who answer will then be confirmed as a winner and our agency will verify your personal details. You will then receive an email to confirm your win with the next steps on prize collection.

Weekly Consolation Prize: Our appointed agency (Call Center number: 03 7499 0085) will contact the shortlisted winners on their mobile phone submitted during registration. Our agency will make 3 attempts to contact the winners within 1 day. Those who answer will then be confirmed as a winner and our agency will verify your personal details. You will then receive an email to confirm your win with the next steps on prize collection.

12. How do I check if I have won any prizes?

All winners will be contacted by our appointed agency to confirm your win. Official announcements of weekly winners will be made 2 days after the end of the Contest Week on the OldTown White Coffee official social media pages: Facebook (@OldTownWhiteCoffeeMalaysia) and Instagram (@oldtownwhitecoffee). Grand Prize winner will be announced 2 days after the SUPREME BOWL Closing Ceremony Event.

13. How do I receive the prize(s) I have won?

Grand Prize Shortlisted Winner:

- a. Winner is required to attend the Closing Ceremony and will receive the prize during the Closing Ceremony. Winners are solely responsible for the collection of the Prize and the Organiser shall not be obliged to give extension notice of the Prize Collection Period. Should a Winner not be able to attend the Closing Ceremony and self-collect the Prize at the Closing Ceremony, they can send a representative. Any additional costs will have to be borne by the Winner at their own expense which may include transportation, accommodation and/or any other related expenses.

- b. Winner who is unable to attend the closing ceremony and fails to send a representative will need to do a self-collection of the prize at OldTown White Coffee Subang HQ , Monday - Friday (9.00am - 5.00pm). Winner who fails to collect the prize in 3 months from the Closing Ceremony date, will be forfeited.

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