

FERNLEAF MALAYSIA “#JomDingDingFernleaf” UGC CONTEST 2026

TERMS AND CONDITIONS

1. Organiser and Contest

- 1.1. The Fernleaf Malaysia “#JomDingDingFernleaf” UGC Contest 2026 (the “**Contest**”) is organised by Mantayay Sdn Bhd (the “**Organiser**”) on behalf of **Fernleaf Malaysia**.
- 1.2. By entering the Contest, each participant agrees to be bound by these Terms and Conditions.

2. Contest and Voting Period

- 2.1. The Contest, including the public voting period, shall commence on 22 August 2026 at **12:00 a.m. MYT** and end on 20 September 2026 at **11:59 p.m. MYT**, both dates inclusive (the “**Contest Period**”). “**MYT**” means Malaysian Time.
- 2.2. Only entries submitted and appearing on <https://jomfernleaf.com> (the “**Voting Microsite**”), and votes recorded through the Voting Microsite, on or before the end of the Contest Period shall be eligible.

3. Eligibility

- 3.1. The Contest is open only to Malaysian citizens and permanent residents residing in Malaysia who are aged eighteen (18) years or above at the commencement of the Contest Period (“**Participants**”).
- 3.2. Employees, officers, directors, agents, contractors and representatives of the Organiser, its related companies and any advertising, promotion and other agencies involved in the Contest, and their Immediate Family members or members of the same household, are not eligible. “**Immediate family**” means a spouse, parent, child or sibling, including step-relations.
- 3.3. Participants must maintain a valid TikTok or Instagram account. The account and relevant Contest entry post must remain publicly accessible throughout the Contest Period and thereafter for such period as the Organiser reasonably requires for winner verification.
- 3.4. The Organiser may require reasonable proof of identity, age, residence, account ownership and eligibility. All information provided must be true, accurate and complete.

4. How to Enter

- 4.1. During the Contest Period, a Participant must:
 - Prepare a beverage or dish using Fernleaf Milk Powder
 - Must include the ‘Ding Ding’ mnemonic sound effect which represents the sound or motion of stirring milk, within the video
 - Record and publicly post the original video as a TikTok video or Instagram Reel;
 - Ensure that Fernleaf Milk Powder packaging is visibly shown in the video; and
 - Include **#JomDingDingFernleaf** in the caption or description of the entry post.
 - Note: The "Ding Ding" mnemonic is the sound of the Participant’s spoon tapping against a glass, bowl or any cookware while stirring the milk. It is not a song, music, or a sound effect that needs to be downloaded and included in the video.
- 4.2. No prescribed caption, campaign audio, video duration or language applies, and no purchase or proof of purchase is required.
- 4.3. Including **#JomDingDingFernleaf** in a qualifying public TikTok or Instagram post constitutes submission. Entries are automatically identified and pulled for display at the Voting Microsite (<https://jomfernleaf.com>). No manual submission form, URL submission or other alternative method of entry is required or accepted.
- 4.4. Each Participant is responsible for checking that the entry appears on the Voting Microsite before the Contest Period closes. Only an entry that appears on the Voting Microsite is eligible (an “**Eligible Entry**”).
- 4.5. Automated identification or display may be affected by TikTok or Instagram availability, API or technical limitations, delayed indexing, account or post privacy settings, or other platform settings. A Participant whose otherwise compliant public entry does not appear should report it promptly through **Fernleaf Malaysia’s official**

TikTok account <https://www.tiktok.com/@fernleafmy>. Reporting a missing entry does not create a manual entry route, extend the Contest Period or guarantee that the entry can be retrieved or made eligible. The Organiser shall not be liable for any failure of TikTok, Instagram or any third-party platform that prevents an entry from being identified or displayed.

- 4.6. Display of an entry on the Voting Microsite is automated and does not mean that the Organiser has reviewed, approved or accepted an entry. The Organiser may reject, remove or disqualify an entry at any time if it determines, in its sole discretion, that the entry does not comply with these Terms and Conditions.

5. Entry and Content Requirements

- 5.1. Each entry must be original to the Participant, comply with these Terms and Conditions, applicable law and the applicable TikTok or Instagram rules, and satisfy the requirements set out in clause 4.
- 5.2. An entry must not contain or promote:
- (a) profanity, obscenity, indecency, nudity or sexual content;
 - (b) violence, dangerous conduct or illegal acts;
 - (c) hate, harassment or discrimination;
 - (d) defamatory material or content detrimental to the Organiser's or Fernleaf's reputation;
 - (e) an infringement of any third party's intellectual property, privacy, publicity or other rights;
 - (f) misleading or false claims, or disparagement of a competitor;
 - (g) unsafe food preparation or handling; or
 - (h) any breach of applicable law or platform rules.
- 5.3. Each Participant must have all permissions and consents necessary from every person appearing in an entry and for all third-party materials used in it, including any required parent or legal guardian consent for any person under eighteen (18) years of age appearing in the entry.

6. Voting

- 6.1. Eligible Entries may receive votes on the Voting Microsite throughout the Contest Period. Only votes cast and recorded through <https://jomfernleaf.com> count. Likes, views, comments, shares or engagement elsewhere do not count.
- 6.2. There is no restriction on the number of genuine votes that a person may cast. However, Participants and voters must not engage in any activity that, in the Organiser's reasonable opinion, manipulates, interferes with or undermines the integrity or proper conduct of the voting process.
- 6.3. Automated, bot-generated or scripted votes, purchased votes, incentivised vote-exchange votes, tampered votes, or votes that the Organiser reasonably considers fraudulent, or have been generated through manipulation, abuse or any unfair means may be investigated and invalidated. The Organiser's verified Voting Microsite records shall determine the number of valid votes, subject to applicable law.

7. Winner Categories and Selection

- 7.1. Subject to verification, one winner will be selected in each category:
- (a) **Highest Valid Votes:** the Eligible Entry with the highest number of valid votes following completion of the Organiser's vote validation;
 - (b) **Funniest Video:** the Eligible Entry selected by a brand ambassador appointed by the Organiser, acting as a judge, considering humour, originality, relevance to the "Ding Ding" mnemonic and overall execution; and
 - (c) **Most Creative Video:** the Eligible Entry selected by the Organiser, considering originality, creative use of the "Ding Ding" mnemonic, presentation of the preparation and Fernleaf Milk Powder, and overall execution.
- 7.2. If two or more entries tie for Highest Valid Votes, the Organiser will select the winner from the tied entries using the Most Creative Video criteria. If judged entries remain tied, the Organiser will select the entry that, in its reasonable opinion, best demonstrates originality and overall execution. Thereafter, the Organiser's decision is final and binding to the extent permitted by law.
- 7.3. A Participant with an Eligible Entry may win more than one prize category, including all three categories, if the applicable criteria are satisfied.
- 7.4. All potential winners remain subject to verification of their eligibility, identity, social media account ownership, entry, rights, vote records and compliance with these Terms and Conditions.

8. Prizes

- 8.1. The three category prizes are:
 - (a) Highest Valid Votes: 1 x Tefal CY638D 5L Smart Pro Multicooker; estimated retail value: RM 1439;
 - (b) Funniest Video: 1 x Philips Air Fryer Digital Dual Basket 9.0L; estimated retail value: RM 899; and
 - (c) Most Creative Video: 1 x Electrolux Grill Microwave Oven 25L; estimated retail value: RM 789.
- 8.2. Prizes are non-transferable, non-exchangeable and not redeemable for cash or any other benefit. If a prize becomes unavailable, the Organiser may substitute a prize of equal or greater value, subject to applicable law.
- 8.3. Unless expressly otherwise, costs associated with accepting or using a prize, and any tax imposed on a winner, are the winner's responsibility.

9. Winner Announcement, Contact and Claim

- 9.1. Provisional winners will be announced after 05 October 2026 and contacted via **direct message through the TikTok or Instagram** account used to submit the Eligible Entry.
- 9.2. A provisional winner must respond within **48 hours of the Organiser's first notification** and provide all information reasonably requested and required under clauses 3.4 and 13 to verify eligibility and facilitating prize fulfilment.
- 9.3. If a provisional winner cannot be contacted, fails to respond or claim the prize by the stated deadline, provides incomplete, inaccurate or misleading information, fails verification, or does not comply with these Terms and Conditions, the prize may be forfeited without compensation. The Organiser may select an alternate winner using the same category selection method.
- 9.4. The announcement of a provisional winner does not constitute confirmation of eligibility or create any entitlement to a prize until the Organiser has completed all verification procedures and confirmed the winner.

10. Prize Delivery

- 10.1. Subject to successful verification, prizes will be delivered within **thirty (30) working days** after the winner has provided all required verification and delivery information. Delivery will be made to a valid address within Malaysia provided by the winner. The Organiser will make one [1] further delivery attempt if the initial delivery attempt is unsuccessful. If delivery fails because the winner provided incorrect or incomplete information, failed to accept delivery, or did not respond within 48 hours after being contacted by the Organiser, the prize may be treated as unclaimed and forfeited without compensation, and the Organiser may, subject to applicable law, select an alternative winner.

11. Disqualification and Contest Integrity

- 11.1. The Organiser reserves the right to reject, remove or disqualify an entry or Participant that does not comply with these Terms and Conditions, contains prohibited content, is not displayed on the Voting Microsite before the close of the Contest Period, infringes or is alleged to infringe another person's rights, contains false information, tampering, automation, fraud or vote manipulation, or otherwise undermines the fair and proper conduct of the Contest.
- 11.2. Removal or disqualification may occur without prior notice where reasonably necessary to protect the integrity or proper administration of the Contest, subject to applicable law. The Organiser is not required to publish or continue displaying any entry.

12. Content Rights and Publicity

- 12.1. Participants retain ownership of their entries. Each Participant represents and warrants that the Participant owns, or has obtained, all rights, licences, consents and permissions necessary to submit the entry and grant the rights set out in this clause 12.
- 12.2. By submitting an entry, the Participant grants the Organiser, its related companies, agencies and authorised service providers a worldwide, royalty-free, non-exclusive licence, for the duration of the Contest and thereafter for the purpose of administering and promoting the Contest and Fernleaf products and marketing campaigns, to host, reproduce, repost, publish, communicate, display, distribute and make technical or promotional edits to the entry, including resizing, cropping, reformatting and adding campaign branding, in any media.
- 12.3. The Participant permits the use of the Participant's name, social-media handle, image, voice and entry for Contest administration and campaign publicity without further payment, notification or approval subject to applicable law. To the extent required for the permitted uses and to the extent permitted by applicable law, the Participant consents to acts that might otherwise infringe the Participant's moral rights and must obtain equivalent consent from other contributors.

- 12.4. The Organiser will not materially distort an entry or use it in a manner that materially misrepresents its original meaning or falsely attributes any statement or endorsement to the Participant.

13. Personal Data and Privacy

- 13.1. The Voting Microsite identifies and displays publicly available Contest entries based on publicly available information from TikTok and Instagram. The Organiser does not collect a Participant's personal data solely for the purpose of identifying, pulling or displaying such public entries. TikTok and Instagram process all information and personal data in accordance with their own terms of use and privacy policies. This Contest is in no way sponsored, endorsed, administered by, or associated with TikTok, Instagram or Meta Platforms, Inc.
- 13.2. For shortlisted or provisional winners, the Organiser may request such personal data as is reasonably necessary, including the Participant's name, MyKad/IC number (or other identification document), delivery address and contact number only as reasonably necessary for eligibility and identity verification, Contest administration, winner contact and publicity, and prize fulfilment.
- 13.3. Personal data collected under this clause will be processed only for those purposes described in these Terms and Conditions, compliance with applicable legal and regulatory requirements, dispute resolution and prize fulfilment. The Organiser will take reasonable steps to protect such personal data against unauthorised access, disclosure or misuse and will retain it only for as long as reasonably necessary or as required by applicable law. The Organiser may disclose such personal data to its related companies and authorised service providers (including verification, fulfilment, logistics and delivery providers) solely to the extent necessary for those purposes or where required or permitted by law.

14. Liability and Technical Matters

- 14.1. To the fullest extent permitted by law, the Organiser, its related companies, officers, directors, employees, agents, agencies and service providers shall not be liable for loss, damage, liability, injury, cost or expense arising out of or in connection with participation in the Contest, use of the Voting Microsite, or acceptance or use of any prize, except to the extent that such liability cannot lawfully be excluded or limited.
- 14.2. The Organiser shall not be responsible for entries or votes that are lost, incomplete, corrupted, delayed, misdirected, not received, not pulled, not displayed or not recorded due to any network, telecommunications, device, platform, API, privacy-setting, software, microsite or other technical failures beyond the Organiser's reasonable control.
- 14.3. Nothing in these Terms and Conditions excludes, restricts or limits rights or remedies that cannot lawfully be excluded, restricted or limited under applicable law.

15. Organiser's Rights and Changes

- 15.1. If circumstances beyond the Organiser's reasonable control adversely affect the security, integrity, fairness or proper conduct of the Contest, the Organiser may suspend, cancel, terminate or reasonably modify the Contest or these Terms and Conditions, subject to applicable law and notice through the winner-announcement channel specified under clause 9.1.
- 15.2. In the event of any inconsistency between these Terms and Conditions and any advertising, promotional or marketing materials, these Terms and Conditions prevail. In the event of any inconsistency between the English version and any translated version of these Terms and Conditions, the English version shall prevail.

16. Governing Law

- 16.1. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia, and any disputes arising out of or in connection with the Contest shall be subject to the exclusive jurisdiction of the courts of Malaysia.