

KROON-OIL

"BUY & WIN" CONSUMER CAMPAIGN

OFFICIAL TERMS & CONDITIONS

Organised by Kai Shen ("Organiser")

1. Campaign Overview

The "Buy & Win" campaign ("Campaign") is a consumer promotional contest organised by Kai Shen for purchasers of Kroon-Oil engine oil products in Peninsular Malaysia. The Campaign rewards eligible consumers who purchase a qualifying bottle of Kroon-Oil and complete a valid entry, and additionally rewards the servicing workshop associated with a winning entry.

2. Campaign Period

1. The Campaign runs for three (3) consecutive months, commencing 1st September 2026 and ending 30th November 2026 ("Campaign Period"), unless extended or terminated earlier by the Organiser with prior notice.
2. The Campaign Period is divided into three (3) monthly cycles: September, October, and November. Each monthly cycle has its own independent draw and winners.
3. An entry is attributed to a monthly cycle based on the purchase date stated on the workshop service receipt/invoice submitted with the entry, not the date of entry submission.

3. Eligibility

4. The Campaign is open to Malaysian residents who are eighteen (18) years of age or older and who hold a valid Malaysian Identity Card (IC).
 5. Employees, directors, and immediate family members of Kai Shen, Kroon-Oil, and their appointed advertising/promotional agencies are not eligible to participate or win.
 6. Owners, directors, and staff of participating workshops are not eligible to submit entries or win prizes, whether for their own vehicles or otherwise, to avoid conflict of interest.
 7. A single IC (individual) may win more than once across the Campaign Period, provided each winning entry is linked to a different car registration number. Entries linked to the same car registration number under the same IC will only be eligible to win once; subsequent entries for that same vehicle will be disqualified from winning in the same month cycle.
 8. The Organiser reserves the right to verify eligibility and disqualify any entrant who does not meet these criteria at any stage, including after a prize has been announced but before it has been claimed.
-

4. Qualifying Purchase & Entry Allocation

Consumers who purchase an eligible bottle of Kroon-Oil engine oil during the Campaign Period are entitled to entries as follows:

Bottle Size	Serial Prefix	Entries Earned	Assignment Method
3.5L	3Axxxxx1	1 entry	Automatic, system-assigned
4L	4Axxxxx1	1 entry	Automatic, system-assigned
5L	5Axxxxx1	2 entries	Automatic — backend detects "5" prefix on the serial and credits 2 entries to a single valid submission (no duplicate submission required or accepted)

Each bottle carries one (1) neck tag bearing a unique serial number and a QR code. The neck tag serial number format indicates bottle size and entry value as shown above. Only one neck tag serial number may be used per entry submission; the 5L bottle's 2-entry allocation is credited automatically by the Organiser's backend system upon validation of a single, correctly submitted entry — it does not require or accept a duplicate submission of the same serial number.

5. Entry Submission Process

To submit a valid entry, the consumer must scan the QR code on the neck tag, which directs to the official Campaign entry form, and provide the following:

- Full name, NRIC/IC number, Mobile/WhatsApp number, Neck Tag serial number;
- A clear photograph of the neck tag, with the full tag and serial number legible;
- A clear photograph or scan of the workshop service receipt/invoice, showing: workshop name, workshop address, invoice number, date of service, car registration number, car mileage at time of service, and the Kroon-Oil product variant used.
- Like Kroon-Oil Malaysia Facebook page

Incomplete submissions, illegible images, or submissions missing any of the required fields above will be deemed invalid and will not be entered into the draw. The Organiser is not obliged to contact entrants to request missing or corrected information, though it may do so at its discretion.

6. Prizes

The following prizes are awarded each month of the Campaign Period (i.e., prize quantities below repeat for September, October, and November):

Rank	Prize	Quantity (per month)
1st Prize	RM1,000 Workshop Service Voucher	3 winners
2nd Prize	Kroon-Oil Engine Oil (same variant)	20 winners
3rd Prize	Kroon-Oil Limited Edition Merchandise	50 winners

All prizes are non-exchangeable for cash, non-transferable, and subject to the specific conditions set out in Section 8 below.

7. Winner Selection

- Winners for each monthly cycle will be selected by random draw from among all entries validated as eligible for that month.
- The random draw will be conducted within 5 working days after the close of each monthly cycle, using a method that the Organiser deems fair and auditable. Winners will be announced in the Kroon-Oil Malaysia Facebook page.
- The Organiser's decision on the validity of entries and the outcome of the draw is final.

8. Prize Claim & Fulfilment

8.1 RM1,000 Service Voucher (1st Prize)

- The voucher must be redeemed at the same workshop named on the winning entry's service invoice, and may be used for any car maintenance/service offered by that workshop.
- The voucher must be used in a single visit; it cannot be split or redeemed across multiple service intervals.
- The voucher is not exchangeable for cash, in whole or in part.
- The voucher expires ninety (90) days from the date the winner is announced. Unredeemed vouchers after this date are forfeited with no further recourse.
- If the named workshop has ceased operations before the voucher is redeemed, the winner must contact Kai Shen, who will coordinate and appoint an alternative participating workshop for redemption.
- Kai Shen will reimburse the servicing workshop for the value of the redeemed voucher via credit note.

8.2 2nd and 3rd Prizes

- Kroon engine oil (2nd Prize) and Kroon Limited Edition Merchandise (3rd Prize) will be delivered or made available for collection as advised by the Organiser upon winner confirmation.

8.3 Winner Notification & Response

- Winners will be published in Kroon-Oil Malaysia Facebook page.
- Winners will be notified via the Mobile/WhatsApp number provided at the point of entry. Notification will no earlier than 5 working days from the month end campaign closing.

- Winners must respond to claim their prize within three (3) working days of notification.
- If a winner does not respond within this window, the prize is forfeited. No redraw will be conducted to select a replacement winner for that forfeited prize.

9. Fraud Prevention & Entry Validation

To protect the integrity of the Campaign, the Organiser applies the following controls:

12. Serial number locking: each neck tag serial number may only be successfully used for one valid entry. The first valid submission using a given serial number will be accepted and locked; any subsequent submission using the same serial number will be automatically rejected as a duplicate.
13. Receipt cross-referencing: the invoice number, date of service, and product variant on each submitted receipt will be checked for consistency, including against the batch/distribution window of the corresponding neck tag serial, to identify implausible or altered receipts.
14. Winner verification: prior to prize disbursement, and particularly for 1st Prize winners, the Organiser reserves the right to directly verify the submitted receipt with the named workshop before releasing the prize.
15. The Organiser reserves the right to disqualify any entry, and to reclaim or withhold any prize already announced, where there is reasonable suspicion of fraud, duplication, manipulation, or non-compliance with these Terms & Conditions.

10. Personal Data Protection

By submitting an entry, the entrant consents to the collection, use, and processing of their personal data (including full name, IC number, and mobile/WhatsApp number) by the Organiser for the purposes of administering the Campaign, verifying eligibility, contacting winners, and prize fulfilment, in accordance with the Personal Data Protection Act 2010 (PDPA) of Malaysia. Personal data of non-winning entrants will be retained only for as long as necessary for Campaign administration and audit purposes, after which it will be securely deleted in accordance with the Organiser's data retention policy.

11. General Conditions

16. The Organiser reserves the right to amend these Terms & Conditions, or to suspend, modify, or terminate the Campaign at any time, with reasonable notice to consumers where practicable.
 17. The Organiser's decision on all matters relating to the Campaign, including eligibility, entry validity, and prize winners, is final and binding, and no correspondence or appeal will be entertained.
-