TERMS AND CONDITIONS

SECTION A

Promotion Title : Ferrero Rocher Add Your Golden Touch
Promotion Period : 1 November 2026 to 31 December 2026
Coverage : Singapore
Promotion Organizers : Ferrero Asia Pacific Pte. Ltd

1. GENERAL

A. The promoter is Ferrero Asia Pacific Pte. Ltd., a company duly incorporated and existing under the laws of Singapore, having its registered address at 9 Raffles Place, #26-01, Republic Plaza, Singapore 048619 ("Promoter")

B. The Promotion is administered by TLC Marketing Worldwide (Singapore) Pte Ltd, a company duly organized and existing under the laws of Singapore (UEN: 201923399W), with its principal office at 16 RAFFLES QUAY, #33-03, HONG LEONG BUILDING, SINGAPORE 048581 ("Administrator"). All correspondence regarding this Promotion should be directed to this address or through the Promotional Helpline set out in Section 43 hereof.

C. Instructions on how to qualify, how to claim the reward, how to redeem the reward and the mechanics of rewards redemption form part of these terms and conditions.

D. Participation in this Promotion is deemed acceptance of these terms and conditions.

2. ELIGIBILITY

A. This Promotion is open to citizens and permanent residents of Singapore aged 18 years old and above and remain so throughout the Promotional Period.

B. All employees of the Promoter and Administrator, its affiliates, subsidiaries, distributors, alliance partners, advertising, promotions and third-party agencies, and their relatives up to the second degree of consanguinity and affinity are disqualified from joining this Promotion.

3. PRIZE DETAILS

A. Sure Win

i. The maximum number of rewards given away for this promotion is; Travel Cash S$250 with 50 winners, S$10 Fairprice Voucher with 100 winners and 1,000,000 TLC rewards. The final number of prizes distributed by the Administrator will be the number of prizes redeemed by the Entrants.

ii. The following prizes have been allocated for this Promotion. The terms of the Travel Cash outlined in Schedule 1

Reward Category	**Types of Rewards**
Sure Win Reward	S$250 Travel Cash
	S$10 FairPrice Voucher (Only applicable for receipts from FairPrice)
	Choice from TLC Wellness rewards
	Choice from TLC Activity rewards

	Choice from TLC Entertainment rewards
	Choice from TLC Dining rewards

B. Grand Prize - Luxury Trip for 2 to Norway between September 2027 and March 2028. The details of the Grand Prize are outlined in Schedule 2 of these terms.

4. INFORMATION RELATING TO HOW TO JOIN, WINNER SELECTION AND GOVERNING LAW

A. **Products:**

i. Ferrero Rocher T16/T24/T30/T32, Ferrero Rocher Origins T15/T24, Ferrero Collection T15/T24/T32

ii. All Participating Products must have "Ferrero Asia Pacific Pte. Ltd." Indicated as the importer on the packaging to be eligible for the promotion.

B. **Participating Outlets List ("Participating Outlets")**

No.	Participating Outlets	No.	Participating Outlets
1	FairPrice	12	Jasons Deli
2	FairPrice Finest	13	Giant
3	FairPrice Xtra	14	7- Eleven
4	FairPrice Online	15	Sheng Shiong
5	FairPrice Xpress	16	Watsons
6	Cheers	17	Guardian
7	Unity	18	Prime Supermarket
8	Cold Storage Online	19	Amazon
9	Cold Storage	20	Pandamart
10	CS Fresh	21	Redmart
11	CS On-The-Go		

C. **Website:** https://ferrerorochersg.com ("Promotion Website")

D. **Key Dates:**

i. **Sure Win**

a. Promotion Period starts at 12.01am (local time) on 1 November 2026 and ends at 11.59pm (local time) on 31 December 2026. Promotion Period is defined as the period when Entrants can make a qualifying purchase of Ferrero Rocher's Participating Products from Participating Outlets

b. Participation Period starts at 12.01am (local time) on 1 November 2026 and ends at 11.59pm (local time) on 31 January 2027. Participation Period is defined as the period when the Entrant can submit their Proof of Purchase on the Promotion Website.

c. The Redemption Period starts at 12.01am (local time) on 1 November 2026 and ends at 11.59pm (local time) on 28 February 2027. Redemption Period is defined as the period when the Entrant can claim their reward on the Promotion Website.

ii. **Grand Draw**

Promotion Period for Qualified Entries	Draw for the Winner	Winner Announcement Date

1 November 2026 (12.01am) to 31 January 2027 (11:59am)	5 Feb, 2027	9 Feb 2027 or earlier

E. **Governing Law:** Singapore

SECTION B

5. HOW TO JOIN AND RULES OF ENTRY

A. SURE WIN REWARD

i. Step 1: Visit any Participating Outlets in Singapore and purchase Ferrero Rocher's Participating Products in a single receipt.

ii. Step 2: Upon making a qualifying purchase, Entrant visits the Promotion Website by scanning the QR code found on Ferrero Rocher products, or point of sale materials or on Ferrero Rocher social media accounts (Facebook, Instagram, YouTube, TikTok).

iii. Step 3: Entrant will need to follow the instructions to participate on the site and successfully fill-in the Participation Form ("Participation Form") by entering the following information:

a. First and Last Name
b. Mobile Number
c. Email Address
d. Upload an official receipt of their proof of purchase of a Qualifying Product from a Participating Outlet ("Proof of Purchase")
e. Consent to Privacy Policy and T&Cs
f. Agree to TLC's Data Opt-In (Optional)

iv. The Entrant receives an email containing the reward details and instructions on how to redeem it.

B. GRAND PRIZE DRAW

i. Every successful entry to the promotion will automatically be given an entry to the Grand Prize Draw. There will only be 1 Grand Prize winner for the entire Promotional Period.

6. WINNER SELECTION.

A. Sure Win Reward

i. Where an Entrant's submitted receipt has been successfully validated in accordance with these Terms and Conditions, the Entrant will receive an email containing a unique claim link ("Unique Claim Link") providing access to the applicable reward catalogue.

ii. The Entrant must access the Unique Claim Link and select their preferred available reward from the reward catalogue, subject to availability and the applicable reward terms and conditions.

iii. Following a successful claim, the Entrant will receive an email containing the selected reward details and instructions on how to redeem the reward ("Claim Confirmation Email").

B. For the Grand Prize,

i. The Grand Prize will be conducted by the Administrator, on behalf of the Promoter, on 5 January 2027 at 11:00 a.m. SGT at TLC APAC office located at 1 Fusionopolis Walk, Solaris, South Tower, Singapore 138628..

ii. One (1) Provisional Grand Prize Winner and two (2) Reserve Winner(s) will be selected at random from all valid and eligible entries received during the Promotion Period in accordance with Section 5.A.

iii. The Grand Prize Draw will be conducted using an independent electronic random draw platform. The draw will be conducted in the presence of an independent auditor or witness.
iv. The first Entrant randomly selected will be deemed the Provisional Grand Prize Winner, subject to verification of their eligibility and compliance with these Terms and Conditions. Selection in the Grand Prize Draw does not by itself constitute confirmation that an Entrant has won the Grand Prize.
v. The Reserve Winner(s) will be retained in the order in which they are drawn and may be contacted in that order if the Provisional Grand Prize Winner is subsequently determined to be ineligible, cannot be contacted, fails to respond or provide the required verification information within the applicable period, declines the Grand Prize, or otherwise fails to comply with these Terms and Conditions.
vi. The Administrator will contact the Provisional Grand Prize Winner using the contact details supplied upon entry, initially by email ("Provisional Winner Notification") and, where appropriate, by telephone. The initial contact will be made within seven (7) days following the Grand Prize Draw. Telephone contact may be made Monday to Friday between 9.30am and 5.00pm SGT, excluding Singapore Public Holidays.
vii. As part of the verification process, the Provisional Grand Prize Winner may be required to provide information or documentation reasonably necessary to verify their identity, age, residency, qualifying purchase or transaction, entry details and compliance with these Terms and Conditions.
viii. The Provisional Grand Prize Winner must respond to the Provisional Winner Notification and provide any information or documentation reasonably requested for verification within seven (7) business days from the date of the initial notification.
ix. Following the successful verification, the Administrator will serve as the main point-of-contact and concierge of the trip booking directly with the Grand Prize Winner through email and mobile.
x. The winner will receive a travel booking document wherein winner is to provide personal details required for the booking.
xi. In the event the Provisional Grand Prize Draw winner does not respond to the initial contact within seven (7) business days, the Administrator reserves the right to disqualify the winner. If a winner is disqualified, the Administrator reserves the right to return the prize to the Grand Prize pool which may be won by another Entrant.
xii. Should an Entrant's contact details change during the Promotion Period, it is the Entrant's responsibility to notify the Administrator through email at contact@ferrerorochersg.com between the hours of 9:30am and 5:00pm during the Promotional Period (inclusive) Monday to Sunday.
xiii. The verified final winner will be announced at Ferrero Rocher's SG Facebook and Ferrero Rocher Add Your Golden Touch rewards site.

7. OTHER LEGAL TERMS AND CONSIDERATIONS

A. Entrants may be required to keep the physical receipt as Proof of Purchase, or a photo of the physical receipt as Proof of Purchase wherein the case of an issue, Administrator will require it for verification purposes

B. Entrants may take part in the promotion more than once if the Entrant has multiple valid receipts. Each receipt is only eligible to win 1 reward. If there are multiple qualified receipts, Entrant will be required to repeat the participation steps to win additional rewards.
C. Promoter will not be responsible for any redemption that has exceeded the validity period as mentioned in the email. No compensation will be payable to any person if a winner is unable to participate in the time and manner set out in these Terms and Conditions for whatever reason.
D. Winners shall be responsible for any (if any) additional costs, duties, taxes and/or other incidental expenses which may be incurred because of and/or related to the winners' claiming and/or acceptance of the prize.
E. No substitution or transfer of prize shall be permitted except at the option of Promoter. Promoter reserves the right to substitute a prize for equal value in place of advertised prizes that are unavailable.
F. As a condition of entering this Promotion, and in the event an Entrant wins a sure-win rewards or is selected as a Grand Prize Winner, the Entrant consents to the Promoter and/or Administrator using the Entrant's name for the purpose of announcing and publicizing the Promotion and its outcome, without further remuneration or compensation, subject to applicable law and the respective privacy policies of the Promoter and Administrator
G. Acceptance of a prize constitutes permission to use the winner's name and/or likeness for advertising purposes without further notice or compensation, unless prohibited by law.
H. For the avoidance of doubt, the redemption of the reward pool is managed by the Administrator.
I. Entries must be received during the Promotion Period and will be deemed to be received only when received by the Administrator.
J. The Administrator is not liable for any problems with communication networks, including but not limited to email blockage or incoming call rejections. If an Entrant enters using automatically generated entries or multiple phone numbers/ addresses/aliases, the said Entrant may be disqualified. (already noted in eligibility)
K. The Promoter is not responsible for any issues, delays, errors or disputes arising from the redemption process or the services provided by the reward partners.
L. Each reward will be bound by the promotional partner's terms and conditions which are stated in each reward details within the Promotion Website.
M. The Promoter accepts no responsibility for Participating Products being unavailable at the Participating Outlets during the Promotional Period.
N. In consideration of participant's submission being reviewed and evaluated for this Promotion, each participant hereby grants to Promoter a non-exclusive, perpetual, irrevocable, fully paid, universal license to use, copy, sublicense, transmit, distribute, publicly perform, publish, delete or display such submission, or any portion thereof, in any media now known or hereafter devised including, but not limited to, all forms of television and all forms of internet and wireless protocol without any further right of approval. Each participant authorizes the Promoter and/or its affiliates, partners and promotion agencies to utilize the submission submitted to the Promoter and to make derivative works from such material in any manner they see fit. Each participant agrees that the results and proceeds of such use shall become the property of the Promoter and/or its affiliates; and shall be freely assignable by the Promoter and/or its affiliates and that the Promoter and/or its affiliates shall have no obligations whatsoever to participant. Each participant releases the Promoter and/or its affiliates, partners and promotion agencies, from any and all claims or liability (now known or hereafter arising), including but not limited to any claims for defense and/or indemnity, in connection therewith.
O. Entrants must not:
    i. tamper with the entry or participation process.
    ii. engage in any conduct that may jeopardize the fair and proper conduct of the Promotion;

iii. act in a disruptive, annoying, threatening, abusive or harassing manner.
iv. do anything that may diminish the good name or reputation of the Promoter or any of its related entities or of the agencies or companies associated with this Promotion.
v. breach any law; or
vi. behave in a way that is otherwise inappropriate.
vii. in the use and/or taking of a Reward.

P. If this Promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason, including by outside act, agent or event that is beyond the reasonable control of the Promoter or the Administrator, including but not limited to technical difficulties, epidemic, pandemic, government directive, public health orders and the like, unauthorized intervention or fraud, the Promoter or the Administrator reserves the right, in their sole discretion, to the fullest extent permitted by law and subject to any direction by a relevant regulatory authority:
   i. to disqualify any Entrant; or
   ii. to modify, suspend, terminate, or cancel the Promotion, as appropriate.

Q. All users shall hold the Promoter and/or its affiliates free and harmless from any liability in case an entry is found to have infringed upon any third party's rights, including copyright, publication right, or any other intellectual property or proprietary right.

R. In no event shall the Promoter and/or its affiliates be liable to the participants for any monetary amount greater than the value of the prizes due to the prize winner under the rules and regulations of this Promotion.

S. the Promoter and/or its affiliates shall not be liable to the participants in contract, tort or negligence or otherwise for any loss, damage, costs or expense of any nature whatsoever incurred or suffered by the participant and which is of indirect or inconsequential nature, including without limitation any economic loss or other loss.

T. The Administrator is not liable for Rewards claims or correspondence that are misplaced, misdirected, delayed, lost, incomplete, illegible or incorrectly submitted.

U. If any dispute arises between an Entrant and the Promoter or the Administrator concerning the conduct of this promotion or claiming a Prize and/or Reward, the Promoter and the Administrator will take reasonable steps to consider the Entrant's point of view, taking into account any facts or evidence they put forward, and to respond to it fairly within a reasonable time. In all other respects, the Promoter and the Administrator decisions in respect of the Promotion are final and no correspondence will be entered into.

V. HELPLINE: For enquiries about the Promotion, consumers may email the at contact@ferrerorochersg.com between the hours of 9:30am to 5:30pm during the Promotional Period, Monday to Friday, excluding Singapore holidays. For general enquiries about Ferrero Rocher's product, consumers may contact Ferrero Rocher's Facebook at https://www.facebook.com/FerreroRocherSG/.

W. This Promotion is in no way sponsored, endorsed, or administered by, or associated with any social media platform, including Facebook, Instagram, and TikTok. Entrants provide information to the Administrator and not to any social media platform.

8. PRIVACY POLICY

A. For the purpose of administering and fulfilling this Promotion, personal data submitted by participants through the Promotion Website will initially be collected and processed by the Administrator on behalf of the Promoter. During the period in which the Administrator collects, processes and manages such personal data for the administration of the Promotion, the Administrator will handle the personal data in accordance

with the Administrator's Privacy Policy, which may be viewed at https://www.ferrero.com/int/en/privacy-policy.

B. Upon the Promoter's receipt of such personal data, the Promoter will collect, use, disclose, store and otherwise process the personal data in accordance with Ferrero's applicable Privacy Policy, which may be viewed at https://www.ferrero.com/Ferrero-Privacy-Policy.

C. The Administrator and the Promoter will each be responsible for handling personal data in accordance with their respective privacy policies and applicable data protection laws during the period in which such personal data is under their respective control.

D. Any information and/or personal data which the participant will provide, or which is otherwise gathered in the context of this Promotion, will be used by the Promoter and/or its affiliates, partners and promotion agencies in compliance with the applicable legislation. This means, in particular, that any Personal Data processing carried out by the Promoter and/or its affiliates, partners and promotion agencies will respect the principles of lawfulness, fairness, transparency, purpose limitation, storage limitation, data minimization, accuracy, integrity and confidentiality.

E. Participants have the right to request access to and change the personal information provided. If you want to enquire, view and modify the personal information provided, please contact us at privacy.coordinator.apac@ferrero.com

9. GOVERNING LAW

A. This Promotion shall in all respects be governed by the laws of the country as specified in Section A4. However, it shall be the participant's sole responsibility and obligation to ensure that he/she complies with and does not contravene any laws to which he/she may be personally subjected to.

B. Should there be any questions regarding this Promotion, you can reach us at contact@ferrerorochersg.com.

10. LIABILITY & RESPONSIBILITY

A. The Promoter and Administrator may refuse to award a Prize in the event of any Entrant's fraud, dishonesty, breach or non-entitlement under these Terms & Conditions or seek recovery of its value if a Prize has been awarded.

B. In the event of a discrepancy between these Terms & Conditions and the details in any promotional material, the details in the Terms & Conditions will prevail.

C. By entering the Promo, each Entrant agrees:

i. to be bound by these Terms & Conditions and by all applicable laws and by the decisions of Promoter and Administrator which shall be binding and final;

ii. to waive any rights to claim ambiguity with respect to these Terms & Conditions

iii. That all personal details submitted by each user must be accurate, complete and are subject to provision of proof upon request of the Administrator. Any inaccurate or incomplete information found in a submission will result in disqualification of the user

iv. That the Promoter and Administrator has the sole discretion to disqualify any photograph or screenshot which may be obscene, profane, lewd, defamatory, threatening, harassing, libelous, deceptive, invasive of another's privacy, offensive or inappropriate in any manner whatsoever

v. The Promoter and Administrator shall not be responsible for any complaints regarding the quality of the prize. The Reward Partner shall continue to be liable for the prizes, wherever applicable.

vi. To waive all his or her rights to bring any claim, action or proceeding against any of the Promotor and Administrator in connection with the Promo; and to forever and irrevocably agree to release, defend, indemnify and hold harmless each of the Promotor and Administrator from any and all claims, lawsuits, judgments, causes of action, proceedings, demands, fines, penalties, liability, costs

and expenses (including, without limitation, reasonable outside attorneys' fees) that may arise in connection with:

a. typographical or printing errors in these terms and conditions or any Promo materials;
b. acceptance, attendance at, receipt, travel related to, participation in, delivery of, possession, defects in, use, non-use, misuse, inability to use, loss, damage, destruction, negligence or wilful misconduct in connection with the use of a Prize (or any component thereof);
c. any change in the prizing (or any components thereof) due to unavailability or due to reasons beyond the Promoter and Administrator's control, including but not limited to by reason of any acts of God, any action(s), regulation(s), order(s) or request(s) by any governmental or quasi- governmental entity (whether or not such action(s), regulation(s), order(s) or request(s) prove(s) to be invalid), equipment failure, threatened or actual terrorist acts, earthquake, war, fire, flood, explosion, unusually severe weather, hurricane, embargo, labour dispute or strike (whether legal or illegal), labour or material shortage, transportation interruption of any kind, work slow-down, civil disturbance, insurrection, riot or any other cause beyond any of the Promoter and Administrator's control, or as otherwise permitted in these Terms & Conditions Rules;
d. any interruptions in or postponement, cancellation or modification of the Promo;
e. human error;
f. incorrect or inaccurate transcription, receipt or transmission of any part of any entry (including, without limitation, the registration information or any parts thereof);
g. any technical malfunctions or unavailability of the Promotion Website or any telephone network, computer system, computer online system, mobile device, computer timing and/or dating mechanism, computer equipment, software, or Internet service provider, or mail service utilized by any of the Promoter and Administrator or by an Entrant;
h. interruption or inability to access the Promotion Website, the Page or any other Promo-related websites or any online service via the Internet due to hardware or software compatibility problems;
i. any damage to Entrant's (or any third person's) equipment used to access the Promo and/or its contents related to or resulting from any part of the Promo;
j. any late, lost, stolen, mutilated, misdirected, delayed, garbled, corrupted, destroyed, incomplete, undeliverable, or damaged entries;
k. lost, late, stolen, misdirected, damaged, or destroyed prizing (or any element thereof);
l. the negligence or wilful misconduct by Entrant; and/or
m. violation of any rule and regulation
n. for bodily injury, personal injury, emotional distress, property damage, or death and/or dismemberment (collectively "Damages") occurring to a winner or others.

D. By accepting a Prize, a winner agrees to be responsible to research the details about a Prize including any inherent dangers associated with a Prize and as a result agrees to accept personal responsibility for any such dangers and any resulting Damages.
E. Warranty: Without limiting the foregoing, everything regarding this Promo, including the Page and a Promo Prize and/or all Prize component(s), are provided "as is" without warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a purpose or non-infringement.

SCHEDULE 1 - ADDITIONAL TERMS AND CONDITIONS SURE FOR TRAVEL CREDITS REWARD

1. S$250 Travel Credits is applied to accommodation bookings made via the hotel booking platform, subject to the availability of participating properties at the time of the booking. The accommodation list may change based on promotional availability or operational adjustments. Please note that bookings are limited to travel accommodation only and do not include other services such as rental cars or other travel-related products.
2. Bookings must be made via the dedicated booking platform only: https://en-sg.travelcredits.com/
3. Bookings must be made at least 3 days in advance from the intended check-in date. Same-day or next-day bookings are not permitted under this Promotion.
4. The login credentials are strictly non-transferable and must be utilized only by the Entrant to whom it has been awarded.
5. The registered Entrant must be physically present at the hotel during check-in and stay. A person cannot book on behalf of the registered entrant. Additional verification may be required. The Administrator has the right to ask proof of identification for verification purposes (e.g. English vs Pinyin name) through call or email.
6. For any bulk or multi-room bookings (i.e., 2 rooms or more), the registered entrant's name must be on every booking, and they must be present during the stay for all rooms booked. All such bookings must be verified by the Administrator.
7. The Administrator reserves the right to cancel any booking that is found to be non-compliant with the Terms & Conditions of this Promotion. No refunds will be issued for any bookings that are cancelled due to a breach of these Terms & Conditions.
8. Cancellations and amendments are subject to the individual cancellation policies of the selected accommodation (hotel, resort, etc.), which can be reviewed under 'Your Documents' after login.
9. All Travel Accommodation bookings are subject to the individual terms, availability, and cancellation policies of the participating accommodation providers. Entrants are strongly encouraged to review these policies prior to booking and to obtain comprehensive travel insurance. The Promoter and Administrator accept no liability for changes, cancellations, or disruptions beyond their reasonable control.
10. To cancel or amend a booking, Entrants must log in to the booking platform, click on "My Bookings" > "Cancel/amend booking". If assistance is required, the Entrant is to send a request in writing, by emailing to customerservice_sg@travelcredits.com between 9:30am to 5:30pm SGT on weekdays, excluding Singapore Public Holidays.
11. Requests must be received no later than an hour before close of business. Requests for cancellations or amendments are not guaranteed. In certain cases, changes may not be permitted, and full cancellation charges may therefore apply.
12. Penalties or charges may apply for cancellations outside of the eligible window, or for non-refundable bookings.
13. Refunds for cancelled bookings (where applicable) may take at least 30 days to process. The actual processing time may vary depending on the payment method used and will be subject to the applicable refund processing timelines and policies of PayPal, the card issuer, bank, or other payment service provider, as applicable.

SCHEDULE 2 – ADDITIONAL TERMS AND CONDITIONS FOR GRAND PRIZE

1. The Grand Prize is a trip for two (2) adults to Norway to experience the Northen Lights between September 2027 and March 2028.
2. The Package includes:
    i. Return flights from Singapore to Tromsø, Norway
    ii. Return private airport transfers in Tromsø
    iii. 4 nights' luxury hotel accommodation (4*min) in Tromsø, based on sharing a double/twin room
    iv. Daily breakfast
    v. Small-group evening Northen Lights excursion, led by an expert guide, including roundtrip transfers and a traditional campfire meal.
    vi. Half-day snowmobile excursion from Tromsø, including roundtrip transfers, lunch, and a 90-minute snowmobile journey through snow-covered forests and valleys
3. The winner shall be responsible for obtaining all necessary travel documentation including passport, travel insurance and/or visas if required. The Promoter shall not be responsible for any consequential event, including but not limited to, if a winner is unable to obtain the necessary travel documentation in time and is therefore unable to travel. The Promoter also reserves the right to replace the winner. No compensation or substitute prize will be offered to the original winner.