

*Disclaimer & Terms and Conditions*  
**HEALTH GUARD & AR TRADE CAMPAIGN 2026**

**Organiser:** Vital Technical Sdn Bhd (“V-tech” or the “Organiser”)

## **1. General Disclaimer**

---

All information provided in connection with this campaign, including but not limited to campaign mechanics, reward structures, timelines, budget figures and product information, is intended for purposes related to this campaign and for general reference only.

The Organiser reserves the right, where reasonable and necessary, to amend, correct, postpone, suspend or terminate the content of this campaign, including but not limited to adjustments made due to legal or regulatory requirements, technical failure, force majeure, obvious error, or to prevent fraud.

Any update that may materially affect participants’ rights will be officially announced through the Organiser’s designated official channels. Except where a participant is involved in fraud, data error, product return, transaction cancellation or breach of these Terms, rewards that have been officially reviewed and confirmed by the Organiser will not be retroactively cancelled or reduced as a result of subsequent rule amendments.

## **2. Tax Disclaimer**

---

Tax-related information provided in connection with this campaign is for general reference only and does not constitute professional tax, legal or financial advice.

Any tax declaration, tax liability or other statutory obligation relating to cash prizes or gifts is the sole responsibility of the winner. Winners with any queries are advised to seek advice from a qualified tax advisor or other relevant professional.

## **3. Eligibility**

---

- Shops or dealers participating in this campaign must be entities that are genuinely registered and operating within Malaysia.
- Individuals representing a shop to participate in the campaign, submit data, upload photos or videos, make reward claims or receive rewards must be at least 21 years of age and must have proper authorisation from the relevant shop.
- Employees of the Organiser, Vital Technical Sdn Bhd, and its related companies are not permitted to participate as consumers in the Buy Scan Win Lucky Draw.
- Shop owners, employees and their immediate family members of shops or dealers participating in this campaign are not permitted to participate as consumers in the Buy Scan Win Lucky Draw arising from the shop where they own or are employed.
- Chain shops may not combine participation records from different actual business locations, nor may they split a single actual business location into multiple fictitious shop names to participate in the campaign repeatedly.
- Where a participant is found not to meet the above eligibility requirements — including but not limited to Organiser employees, owners or employees of participating shops, their immediate family members, unlawful combination or splitting of shops by chain shops, or any related party participating in the lucky draw in an

improper manner — the Organiser reserves the right to cancel the relevant participation eligibility, scan records, points, lucky draw eligibility and rewards already obtained.

- The Organiser reserves the right to require participants to provide reasonable supporting documents and to verify their eligibility to participate.

#### 4. Purchase and Transaction Integrity Terms

---

- Where an order is cancelled, returned, refunded, processed as a credit, or otherwise wholly or partially reversed following a purchase, the Organiser reserves the right to correspondingly cancel, adjust or reclaim the related Sell-In amount, scan records, points, lucky draw eligibility or rewards already disbursed.
- The Organiser reserves the right to review orders, invoices, receipts, payments and other transaction records. Where a participant is found to have split orders, placed duplicate orders, engaged in fake transactions, cyclical purchase-and-return activity, or other similar conduct, the Organiser has the right to disallow campaign eligibility for the relevant transaction.
- For the purposes of the Buy Scan Win campaign, the same transaction or the same invoice may not be deliberately split into multiple separate purchases to increase the number of scans or lucky draw entries. The Organiser reserves the right to combine the calculation of such transactions, or to cancel any additional scan records, points and lucky draw eligibility obtained as a result of such transaction splitting.
- The Organiser reserves the right to require participants to provide original receipts, invoices, proof of payment, order records or other reasonable proof of purchase to verify the authenticity of transactions and eligibility to participate.
- Participants must ensure that the transaction data submitted is true, complete and accurate. Any proof of purchase that has been forged, altered, reused, or cannot be reasonably verified will not be accepted.

#### 5. Campaign Terms

---

- The different components of this campaign are each subject to their respective campaign periods and submission deadlines, as officially set out in the campaign guidelines announced by the Organiser.
- The final deadline for scanning and data submission for Buy Scan Win is **25 December 2026**. Early Bird Reward, Trade Display, Scan Leaderboard and Sales Representative Incentive will each be implemented in accordance with their respective officially stipulated campaign periods and submission deadlines.
- All dates and deadlines are based on Malaysian time. Scan records, photos, videos, forms or other participation materials submitted after the deadline will not be accepted, unless otherwise officially notified in writing by the Organiser.
- The Organiser reserves the right, where reasonable and necessary, to adjust, suspend, postpone or terminate the terms, reward structure or timeline of this campaign. Any material update will be announced as early as reasonably possible through the Organiser's designated official channels.
- All scoring, points calculations, eligibility reviews and winner lists are subject to the Organiser's review. The Organiser will make decisions based on these Terms, the official campaign guidelines and the data submitted by participants.
- In respect of submission delays, data loss, or failure of participation records to be successfully transmitted caused by technical failure, system disruption, network issues, third-party platform failure, or other circumstances beyond the Organiser's reasonable control, the Organiser will endeavour to provide reasonable

assistance but will not, to the extent permitted by law, be liable for any indirect loss or damage arising therefrom.

- Where fraud, fake transactions, falsified scans, fabricated data, duplicate declarations, impersonation of another person's identity, or other dishonest conduct is discovered, the Organiser reserves the right to cancel the relevant participant's or shop's eligibility to participate, points, lucky draw eligibility and rewards, and to reclaim rewards already disbursed.
- Except where a product is damaged, defective, delivered incorrectly, does not match the order, is otherwise required by applicable law, or is approved in writing by the Organiser, designated campaign products may not be returned or exchanged due to slow sales, over-ordering, or a change of mind. Damaged or defective products may be exchanged for the same product in the same quantity in accordance with the Organiser's applicable review and exchange procedures.
- For any transaction approved for return, refund, cancellation, exchange or credit processing, the Organiser has the right to recalculate the related Sell-In amount, scan records, points, lucky draw eligibility and reward eligibility based on the actual circumstances.
- The manner and timing of reward disbursement will be arranged by the Organiser. Where the originally intended reward cannot be disbursed as planned due to stock shortage, discontinuation, supply disruption, regulatory requirements or other reasonable cause, the Organiser reserves the right to substitute it with a reward of the same or similar value.
- **The determination of "first come, first served"** shall in all cases be based on the date and time at which complete data is actually received by the Organiser's designated system or form and has passed the Organiser's review. A record that is merely submitted earlier but is incomplete, ineligible, or has not passed review does not enjoy priority.
- In the event of a natural disaster, epidemic, war, riot, government measure, change in law or regulation, system-wide failure, supply chain disruption, or other force majeure event beyond the Organiser's reasonable control, the Organiser reserves the right to postpone, suspend, alter or cancel this campaign, and will not, to the extent permitted by law, be liable for any resulting liability.
- All proof of participation, including but not limited to photos, videos, scan records, forms and proof of purchase, must be submitted through the Organiser's designated official channels, such as **Google Form** or the **Nippon Customer Connect App**. Data submitted via WhatsApp, email or other non-designated channels will not be reviewed, recorded or scored by the Organiser unless confirmed in writing by the Organiser.
- Where a participating shop undergoes a change of ownership, closure, cessation of business, relocation, or other material change in business status during the campaign period, the Organiser will review, based on the actual circumstances, these Terms, and whether the shop continues to meet campaign requirements, whether its eligibility to participate, points and rewards remain valid, and the Organiser's final review decision shall prevail.
- Should there be any inconsistency between these Terms and other promotional materials, including but not limited to posters, briefing decks, campaign guidelines or social media posts, the latest version of the "HG & AR Trade Campaign 2026" Terms & Conditions officially announced by the Organiser through its designated official channels shall prevail.
- Any update shall only apply to participants after it has been officially announced. Participants are not required to comply with any internal version that has not yet been publicly announced.

## 6. Authenticity of Scans and Proof of Participation

---

- All Buy Scan Win scan records must be completed personally by the consumer at the time of an actual purchase of a designated product, through the Organiser's designated official channel.
- Any scan that does not arise from a genuine purchase — including but not limited to bulk scanning, scanning performed by a shop on behalf of a consumer, scanning performed by an employee, scanning of fabricated transactions, reuse of the same proof of purchase, or scanning where the transaction was not actually completed — will not be scored and will not be counted towards lucky draw eligibility.
- **“Verified Scan”** means a scan record completed by a consumer through the official channel at the time of a single purchase of a designated product amounting to **RM25** or more, and which has been confirmed by the Organiser's system and review procedures as meeting the campaign requirements.
- A scan record that does not meet the above conditions, cannot be verified as a genuine purchase, does not reach a purchase amount of **RM25**, or has not passed the Organiser's review, will not be counted towards points or lucky draw eligibility.
- Any photo, video or document that has been altered, forged, composited or otherwise processed such that it falsely represents or misrepresents shop displays, purchase records, product quantities, eligibility to participate, scan records or other material facts will be treated as invalid and will not be scored; in serious cases, the Organiser has the right to cancel the overall eligibility to participate of the relevant participant or shop.
- Ordinary video-production editing such as cutting, cropping, subtitling, music, transitions, brightness adjustment, or other normal editing that does not change the factual content will not affect eligibility to participate. The Organiser nonetheless reserves the right to require participants to submit original photos, original videos, original proof of purchase, or other reasonable evidence to verify the authenticity of the content.
- Except as expressly permitted under Section 8 of these Terms for the same original video to be posted and scored separately on different eligible social media platforms, the same photo, video or other supporting material may not be reused by different shops or participants, nor reused repeatedly to fabricate different campaign records. Where this is discovered, the Organiser has the right to cancel all related duplicate records.
- The Organiser reserves the right to review the authenticity of scan records, proof of purchase, and photographic and video evidence.

## 7. Display Maintenance and Display Area Calculation

---

- Participating shops must continuously maintain the display racks and product arrangements submitted for review throughout the applicable Trade Display and Buy Scan Win campaign periods, and may not, without the Organiser's consent, dismantle, reduce, or make any material alteration sufficient to affect campaign eligibility after receiving the initial review, Early Bird Reward, or other related reward.
- The Organiser reserves the right to arrange site visits by its personnel during the campaign period, or to require shops to submit updated display photos, videos, measurement data, or other evidence.
- Where it is found that a display has not been continuously maintained in accordance with campaign requirements, that there is a material discrepancy between the actual display and the data submitted, or that a shop refuses to provide reasonable verification materials, the Organiser reserves the right to cancel, adjust or reclaim the related rewards already disbursed, including but not limited to the Early Bird Reward and Trade Display scoring.

- The minimum display area for the Early Bird Reward is **60 square feet**; the minimum display area for the Sales Representative Incentive is **45 square feet**.
- Display area may be calculated based on the actual form of display, either as Floor Display Area or Built-up Display Area.
- Floor Display Area is calculated as the actual length multiplied by the width of the display area.
- Built-up Display Area is calculated based on the actual front-facing display surface of the display structure available for showcasing products, generally on the basis of the actual display width multiplied by the actual display height.
- Only areas actually used to display V-tech's designated campaign products and related POSM may be counted towards eligible display area. Aisles, empty spaces, warehouse stock, areas not open to customers, hidden areas, or spaces without an actual display of the designated products are not counted towards display area.
- Where a display comprises multiple separate display racks or display surfaces, only display areas located within the same shop, forming part of a single, complete and contiguous campaign display area, and reviewed and approved by the Organiser, may be combined for calculation purposes.
- Displays in different locations, that are not contiguous, or that are dispersed across different areas of a shop may not be combined for area calculation purposes on the participant's own initiative, unless prior written approval has been obtained from the Organiser.
- Participating shops must submit photos, videos, dimension markings or other measurement data that clearly show the full extent of the display, as required by the Organiser.
- Whether the display area meets the campaign requirements shall be based on the Organiser's review findings from the submitted data or on-site measurement.

## 8. Social Media Content Scoring Rules

---

- Any Reels or video uploaded to earn points, including original content and reposts or shares of the Organiser's official videos, must use the designated Social Media Tag (@VtechMalaysia) and the designated Hashtag (#VtechHealthGuard), or any other official Tag or Hashtag expressly specified in the campaign guidelines, before it can be counted towards points.
- Content that does not use the designated Social Media Tag and Hashtag — whether an original post, Reels, video or reposted content — will not be recognised and will not be counted towards points.
- All social media content declared for scoring must be posted from the participating shop's official social media account, or a social media account authorised by the participating shop.
- The relevant social media account and declared content must remain accessible to the Organiser until review of the content is complete. Where an account is private, content has been deleted, access is restricted, or the Organiser is otherwise unable to verify it due to access restrictions, the relevant content may not be scored.
- The same original video posted separately on different eligible social media platforms may be scored separately based on each platform's independent posting record. For example, the same video posted separately on Facebook, Instagram and TikTok may be counted as three eligible platform posting records.
- The same video that is repeatedly uploaded, reposted, deleted and re-uploaded, or repeatedly posted through the same account on the same social media platform, will only be counted once.
- Each item of declared content must be accompanied by an independent posting link, screenshot, platform name, posting account, or other reasonable proof that can be verified by the Organiser.

- Where different videos are identical or substantially identical in content but posted on the same social media platform, the Organiser may treat them as duplicate content and count them only once.
- Content that merely reposts or shares the Organiser's official video should be calculated under the Video Share Bonus mechanism, and may not simultaneously be declared for original Reels or Video Post points, unless otherwise expressly stated in the official campaign guidelines.
- A participant applying for the Video Share Bonus by sharing the Organiser's official video must share a campaign-related video officially published by the Organiser. Repeated sharing of the same video, sharing that cannot be verified, or sharing of a video that is not the Organiser's official video is not guaranteed to be treated as a separate eligible share.
- Whether any content constitutes original content, duplicate content, an eligible platform posting, or the Organiser's official video, as well as the points that such content may earn, shall be determined by the Organiser based on the official scoring mechanism and review findings.
- The Organiser reserves the right to make the final determination as to whether uploaded content meets the scoring criteria and the related points calculation.

## **9. Winner Eligibility, Reward Limits and Handling of Ties**

---

- Unless expressly stated otherwise, each shop or participant is limited to receiving the highest reward once within the same reward category.
- The Early Bird Reward, the Trade Display and Scan Leaderboard rewards, the Buy Scan Win Lucky Draw rewards, the Sales Representative Incentive, and other officially listed Campaign Awards are, in principle, separate campaign components with independent reward eligibility from one another. Participants may simultaneously meet the reward eligibility criteria of different campaign components, but must still separately comply with the eligibility requirements and reward limits of each component.
- Where the same participant simultaneously meets the criteria for more than one reward within the same reward category, that participant may only receive the highest reward among them; the remaining rewards or quotas may be reallocated by the Organiser to the next eligible participant in accordance with the relevant campaign rules.
- The above reward limits apply separately according to the actual party receiving the reward. Shops, consumers and Wholesaler Sales Representatives are different categories of participant; receipt of a reward by one category will not automatically cancel the reward eligibility of a different category, unless such categories in fact belong to the same individual, the same shop, are related declarations, or the official campaign rules provide otherwise.
- Participants may not circumvent the reward limits set out in this section by using different names, identification, accounts, phone numbers, company names, shop names, branch names or other means. The Organiser reserves the right to review whether the relevant participation records in fact belong to the same shop or the same participant.
- Where two or more participating shops or participants obtain the same total score within the same reward category, priority will be given to whichever party first completed official campaign registration and passed the Organiser's eligibility review. "Official campaign registration time" is based on the date and time at which complete registration data is actually received by the Organiser's designated system or form and ultimately passes the eligibility review. A record that is merely submitted earlier but is incomplete, ineligible, or has not passed review does not enjoy priority in the event of a tie.

- Where the official registration and review times of the relevant participating shops or participants remain identical, the Organiser will conduct a further review based on system records and reviewed campaign data; if the matter still cannot be determined, the Organiser's judging panel will make the final decision.
- Winners must complete identity, eligibility and related data verification, and complete the reward claim process, within the timeframe specified in the Organiser's notification. Failure to complete this, to respond, or to provide the required data within that timeframe will be deemed an automatic forfeiture of the reward.
- Where a winner automatically forfeits a reward, fails the eligibility review, or has their eligibility cancelled, the Organiser may reallocate the reward to the next eligible participant or a reserve winner in accordance with the relevant campaign rules.
- Where a reward cannot be disbursed because the name, identification, payment details, bank details, phone number, email or other contact information provided by the winner is incorrect, incomplete or expired, responsibility rests solely with the winner. The Organiser may provide reasonable assistance but does not guarantee that disbursement will be rearranged or that compensation will be made.
- Physical prizes or Goods Rewards may not be claimed for exchange into cash of equivalent value, other reward items, or other products, unless otherwise expressly stated in writing by the Organiser.
- Any objection to a winner result, eligibility review, or points calculation must be raised by the participant in writing to the Organiser within **7 working days** of the date the winner list is announced, together with supporting evidence. Appeals raised after this period, or without reasonable supporting grounds, may not be entertained by the Organiser.
- The Organiser will conduct a review upon receipt of complete appeal materials and will make a final decision based on these Terms, the official campaign guidelines, and system records.

## 10. Sales Representative and Dealer Integrity Terms

---

- Where a Wholesaler Sales Representative is found to have falsely reported, exaggerated or fabricated the number of activated shops or Sub-dealers, submitted false display, transaction or shop data, or colluded with a relevant shop to obtain an improper reward, the Organiser reserves the right to immediately cancel their eligibility, points and rewards, and to reclaim rewards already disbursed.
- Where more than one Sales Representative declares the activation of the same shop, the Organiser will recognise the eligible record that was submitted earliest and has passed review.
- A record that is merely submitted earlier but is incomplete, ineligible, or has not passed review does not enjoy priority.
- The identification of the same shop will be determined based on the actual business location, the shop's operating circumstances, and the Organiser's review records. Even where different shop names, company names, abbreviations or branch names are used, provided they in fact relate to the same business location, the Organiser may treat them as the same shop.
- Whether lawful branches at different actual business locations may be counted separately depends on whether each branch separately meets campaign eligibility, completes an independent display, and submits independent review data, and is subject to the Organiser's final review decision.
- The identification of Sub-dealers and eligible shops shall be based on the Organiser's final review decision, made in accordance with these campaign Terms, the official campaign guidelines, and the data submitted.
- The actual arrangements for disbursing Sales Representative rewards may be handled by the relevant Wholesaler in accordance with its internal financial and payment procedures. Sales Representatives must

ensure that the data they submit is accurate, and must cooperate with the Wholesaler and the Organiser to complete the required review procedures.

## **11. Limitation of Liability**

---

To the fullest extent permitted by applicable law, the Organiser shall not be liable for any indirect, incidental or consequential loss arising from participation in this campaign, use of the campaign platform, submission of participation data, or receipt of a reward.

The Organiser's maximum liability in respect of any reward is limited to the actual value of that reward.

The limitations of liability set out in these Terms do not exclude or limit any right or liability that cannot be lawfully excluded or limited under applicable Malaysian law.

## **12. Content Usage Licence**

---

- Where a participant or shop voluntarily submits photos, videos or other content, including but not limited to shop displays, product showcases and social media content, this constitutes the participant's consent for the Organiser and its related companies to use such content for the purposes of judging, verification, record-keeping, announcement of winners, and reasonable promotional purposes related to this campaign.
- Participants grant the Organiser a non-exclusive, royalty-free licence to use such content, permitting the Organiser to reproduce, crop, edit, subtitle, translate, publish and display the content as necessary, without distorting its original meaning or damaging the participant's reputation.
- Participants must ensure that they have the right to submit the relevant content, and have obtained the necessary consent from any identifiable individuals featured in the content.
- The content must not infringe any third party's intellectual property rights, image rights, privacy rights, or other lawful rights. Where a dispute, complaint or claim arises from a participant's submission of unauthorised content, the participant shall bear the corresponding responsibility.
- The Organiser reserves the right to refuse to use, delete, or cancel content that is unlawful, infringing, false, misleading, inappropriate, or unrelated to this campaign.

## **13. Personal Data Protection**

---

Vital Technical Sdn Bhd values and is committed to protecting participants' personal data.

The collection, use, disclosure, retention and processing of participants' personal data will be carried out in accordance with V-tech's applicable Personal Data Protection Notice, Malaysia's Personal Data Protection Act 2010, and other applicable laws.

The Organiser will only process participants' personal data to the extent reasonably necessary for this campaign, including but not limited to:

- reviewing eligibility to participate and the data submitted;
- verifying purchases, scans, shop displays and winner eligibility;
- contacting participants and announcing winner results;
- arranging the disbursement of cash, physical or other rewards;
- handling enquiries, appeals, audits, fraud prevention and campaign administration.

Where the necessary personal data provided by a participant is incomplete, inaccurate, expired or cannot be verified, the Organiser may be unable to process that participant's participation data, verify winner eligibility, or disburse rewards.

The Organiser will not sell participants' personal data, nor will it provide such data to any third party unrelated to this campaign.

Where genuinely necessary for campaign operations, the Organiser may, to the extent lawful and necessary for data review, administration, IT systems, payment processing and reward disbursement, allow authorised service providers or relevant parties to process such personal data. Such processing must comply with applicable law and V-tech's personal data protection requirements.

The Organiser will adopt reasonable administrative, technical and security measures to protect the relevant personal data, and will retain such data only for the period reasonably necessary to achieve the purposes of the campaign, to fulfil legal obligations, or to handle appeals or resolve disputes. Upon expiry of the relevant retention period, the data will be securely deleted, destroyed, or anonymised in accordance with applicable procedures.

Participants have the right, in accordance with applicable law, to request access to or correction of their personal data. Should there be any queries regarding the manner in which personal data is processed, the Organiser may be contacted through the contact details set out in Section 16 of these Terms.

## 14. Acceptance of Terms

---

A participant's submission of participation data, completion of a scan, declaration of points, upload of campaign content, application for a reward, or other participation in this campaign constitutes confirmation that the participant has read, understood, and agreed to be bound by these Terms and the official rules of the relevant campaign components, including but not limited to eligibility to participate, purchase and transaction integrity, anti-fraud provisions, reward limits, limitation of liability, content usage licence, and personal data protection terms.

Where a participant does not agree to these Terms, they should not submit personal data or continue to participate in this campaign.

## 15. Governing Law

---

This campaign and these Terms are governed by, and shall be construed in accordance with, the laws of Malaysia.

Should any part of these Terms be held by a competent authority to be invalid, unlawful or unenforceable, the remaining Terms shall continue in full force and effect.

## 16. Contact

---

Should there be any queries regarding the campaign Terms, eligibility to participate, rewards, appeals, personal data protection, or other related matters, please contact:

**Email:** [marketing4@vitaltechnical.com](mailto:marketing4@vitaltechnical.com)

**Phone:** +6011-3793 2377

*Terms & Conditions Apply*