PANASONIC V SERIES PREMIUM CARE PACKAGE CAMPAIGN

1. The PANASONIC V SERIES PREMIUM CARE PACKAGE CAMPAIGN ("Campaign") commences on 1st March 2025 and ends on 30th September 2025 ("Campaign Period"), both dates inclusive.

2. To enter, Participants must submit the entry(ies) to Panasonic Malaysia's ("Organizer") Customer Care Center ("CCC") within 14 days from the date of purchase.

    - Customer is required to send their redemption to CCC via email (ccc@my.panasonic.com) within 14 days from the date of purchase. The redemption process includes uploading a copy of the purchase receipt/invoice as proof of purchase.
    - Include in the submission the name as per MyKad (NRIC No.), contact number, and delivery address, which is subject to verification by the Organizer.

3. Kindly note that no handwritten or cash bill receipts, delivery note, purchase order will be entertained, and entries with such receipts will be deemed incomplete and rejected. Only POS (Point of Sales) printed receipts will be accepted. The Organizer reserves the right to disqualify any submission with duplicated proof of purchase and any submission that does not meet any of the criteria herein contained.

4. Kindly ensure that the details of the receipts are clear and correct especially the model number and name of the outlet by which Participating Products are purchased from, together with the receipt number and date of purchase.

5. The Participants with a Qualified Entry(ies) will be notified via email from CCC. The Organizer shall not be held responsible for any errors in contact details provided/sent by the Participants and shall not be held responsible if the Participants cannot be contacted for whatsoever reason. A maximum of three (3) attempts will be made to contact the Participants. Thereafter, the Organizer reserves the right to disqualify the said Participant's eligibility.

6. The Prizes to be awarded are for the set purchase of NA-26CVX1AMY and NH-XV21X1AMY only; Prizes are as follows:

    - A maximum of 2 Times in 12 months (starting from the date of purchase) worth of Maintenance Service, inclusive of on-site inspection, cleaning service for washer by covering detergent case, gasket and filter, and for dryer by covering stacking kit, gasket and filter. Participant is encouraged to contact CCC for Maintenance Service arrangement, Participant will need to utilize their entitlement within the following 12 months of service — if not, the Maintenance Service entitlement will be forfeited. Kindly note that all other services such as parts replacement, machine repair, other cleaning services that are not indicated etc. shall be borne by the Participant.
    - 300 Hours' worth of Fragrance Capsules supply with 2 boxes of 3-piece suit (Including Tea Aroma, Summer Blossom and Spring Harmony).
    - 2 Years worth of Detergent amounting to 12 pieces of 1.5kg Detergent refill packs. The quantity of Detergent is based on an estimated average annual consumption for a family of 2 people, though actual usage may vary.
    - Complimentary Gift of 1 piece Stacking Kit N-SKT2AMY.
    - Exclusive Gift of 1 piece Handheld Garment Steamer NI-GHF025WSK.

7. The Prizes (including detergents, exclusive gift and fragrances) will start being distributed to the Participants' premises as submitted with a Qualified Entry(ies) forty-five (45) working days from the submission being approved by the Organizer.

8. The Prizes are applicable to end-customers only; not trade, corporate or bulk purchase. Each Participant is entitled subjected to redeem the Prizes for a maximum number of 3 V Series washing machine and dryer sets purchases only.

9. The Participants agree to, at the Organizer's request, participate in all and any promotional activity (such as publicity and photography) surrounding the Prize, free of charge, and they consent to the Organizer using their name and image for any and all promotional and advertising purposes.

10. The Organizer shall reserve the right to request evidence of the original receipt or proof of purchase (hardcopy) for verification and Prize redemption. Failure to produce the hard copy of the receipt or proof of purchase upon request will result in disqualification and Prize forfeiture.

11. By participating in this Campaign, Participants agree to be bound by the terms and conditions herein contained and the Participants give their voluntary consent for the Organizer to collect, keep, use and process the Participants' personal data solely for the purpose of this Campaign (including but not limited to advertising and promotional purposes). The Participants agree that the Organizer reserves the right to share the personal data with Panasonic Malaysia group of companies for similar and/or related purposes. All information given by the Participants is accurate at the time of participating in this Campaign and in the event of any change and/or update is required, the Participants are to promptly inform the Organizer of such a change.

GENERAL TERMS AND CONDITIONS:

1. This Campaign is open to all Malaysian citizens or permanent legal residents of Malaysia aged 18 years and above at the time of entry. Employees of Panasonic group of companies, their families (immediate and distant) and friends, suppliers, resellers, dealers, and service providers are strictly prohibited from participating in this Campaign.

2. The Organizer reserves the right to exercise its discretion to accept, disqualify, reject, modify, suspend or cancel any entry application/participation, where and when deemed necessary, in respect to any violation or potential violation of any terms and conditions stipulated herewith.

3. The Organizer shall disqualify any entries, whereby in its opinion and discretion, a Participant is connected or linked to any business dealings with Panasonic Malaysia and/or Panasonic group of companies. Any entry application/participation submitted containing fraudulent information using false identity or other particulars with the intention to deceive or misrepresent the Organizer, its corporate image and/or matters associated therewith shall be disqualified accordingly.

4. The Organizer shall delete and remove any entry found to be tampering, disrupting or infecting the network content service system of the Campaign with malicious software thereby affecting the overall process of the same.

5. Where appropriate, in view of given circumstances, relevant criminal liability and/or civil action may be contemplated by the Organizer against any person responsible in contravention of clauses 3 and 4 above upon being advised accordingly.

6. The Organizer reserves the right to revise, amend, vary and/or change the terms and conditions herein any time from time to time without prior notice. The Organizer reserves the right to vary, extend, suspend or end the Campaign and/or Campaign Period at its sole discretion, if the Campaign is not capable of being continued for whatsoever reason.

7. The Prizes awarded to Participants are non-transferable, non- exchangeable and non-refundable for cash, credit or any other alternatives unless stated otherwise. The Organizer reserves the right to vary or substitute the Prizes without any prior notice.

8. Qualified entries submitted by Participants representing a single family (immediate family) shall not be entitled to more than one (1) Prize awarded in any one or all categories of the Campaign. Immediate family is defined to include father, mother, wife, husband, son, brother, sister and

daughter.

9. All personal data information obtained or caused to be obtained throughout the Campaign shall be within the responsibility of the Organizer including but not limited in acquiring, processing, retaining and/or disseminating in compliance with the Personal Data Protection Act 2010 and relevant regulations thereof. The Organizer, its affiliates, appointed representatives or agents shall not in any whatsoever way be held or deemed responsible to any claims, demand or liability resulted or attributed to any action or omission compromising the safety and integrity of such personal data. Detailed information on privacy notice is available at https://www.panasonic.com/my/pdpa.html, and related enquiries on data protection matters can be directed to ccc@my.panasonic.com.

10. Upon providing information for the application and registration of the Campaign, Participants unconditionally and irrevocably undertake to say that such information supplied shall not in whatsoever way infringe any third party's legal rights. In the likely event of any monetary claim or legal proceeding is initiated against the Organizer pursuant to the use of such information, the Participant who supplied the said information shall be made liable to indemnify the Organizer thereof for any loss, damage or other liability arising therewith.

11. The Campaign is in no way deemed sponsored, promoted, endorsed and/or managed by unauthorized individual or corporate entities associated in any illegal, restricted or improper business practice.

12. Any subsisting Intellectual Property rights either whole or part in any compilation, collective work, or other derivative work created related to the Campaign shall be owned and/or authorized, licensed or assigned by Panasonic group of companies by law and/or common law.

13. For any whatsoever reason, where any part of the Campaign is not capable of being executed as planned by reason of, but not limited to, the infection by computer virus, bugs, tampering, unauthorized interception, fraud, negligence, technical failures or any other causes beyond the control of the Organizer insofar having corrupted or affected the activity, administration, security, fairness, integrity, or proper conduct of the Campaign, the Organizer reserves the right to exercise its absolute discretion to disqualify any entry and/or cancel, terminate, modify or suspend the Campaign.

14. All matters undertaken in relation to the Campaign made in accordance to the terms and conditions pursuant to reasonable judgement and discretion shall not be conclusive grounds to hold the Organizer responsible and liable to any personal injury, property damage or financial loss sustained, afflicted and/or incurred thereof.

15. The Campaign Organizer shall hold harmless, defend and keep indemnified Panasonic Malaysia and/or its representatives from and against all claims, proceedings, demands, damages and/or costs in consequence of any matter, accident including death or injury sustained by third parties arising from deliberated, neglected, defaulted actions or omissions caused or attributed by the Contest Organizer, its employees, contractors, appointed agents or any other person and/or entity engaged.

16. Any claims, judgments and/or awards shall be limited to actual out-of-pocket costs associated with entering this Campaign. Participants agree to waive any rights or claims to attorney's fees, indirect, special, punitive, incidental or consequential damages of entrant, whether foreseeable or not and whether based on negligence or otherwise.

17. The Organizer shall not be liable for any cost incurred by the Participants in participating in this

Campaign.

18. By participating in this Campaign, Participants have read, understood and agreed to be bound by the terms and conditions of this Campaign.

19. The Organizer's decisions relating to this Campaign and any disputes therewith are final, conclusive and binding on all Participants.

20. The Campaign and the terms and conditions are governed by the laws of Malaysia. The Participants agree that the Courts of Malaysia have jurisdiction over all matters arising from this Campaign and the Participants agree to submit to the non-exclusive jurisdiction of the Courts of Malaysia.