

EARTH HOME BUY & WIN CONTEST 2024 – FAQ

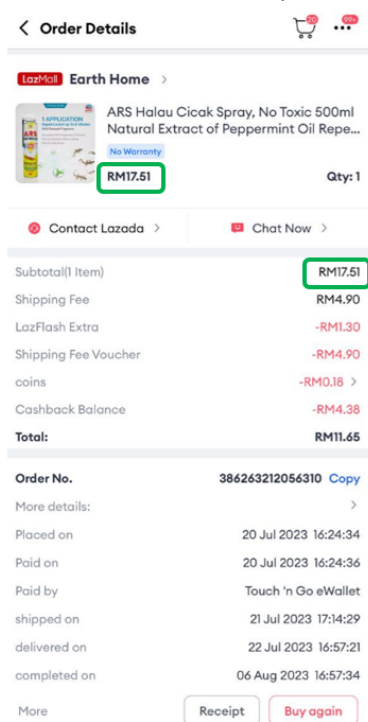
1. How do I participate in this Contest?

A. It's easy! Just follow the steps below:

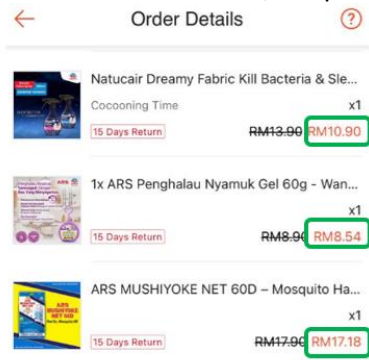
- i. Buy RM15.00 and above worth of Earth Home products in a single receipt at any participating outlet (physical or online) within the Contest Period. One (1) receipt entitles you to one (1) WhatsApp entry. Every RM15.00 entitles you to one (1) Contest entry.
- ii. Send the following via WhatsApp to 017-3244341:
 - A clear photo of the entire and complete original receipt;
 - NRIC Number;
 - Full name as per NRIC.
- iii. Retain the original receipt dated within the Contest Period with matching receipt details as per WhatsApp entry as proof of purchase.

>> Purchase amount is calculated based on the product(s) price(s) shown on the receipt/invoice.

In this first scenario, the purchase amount is RM17.51.



In this second scenario, the purchase amount is RM36.62 (RM10.90 + RM8.54 + RM17.18).



2. When is the Contest Period?

A. The Contest runs from 1 January 2024 to 29 February 2024.

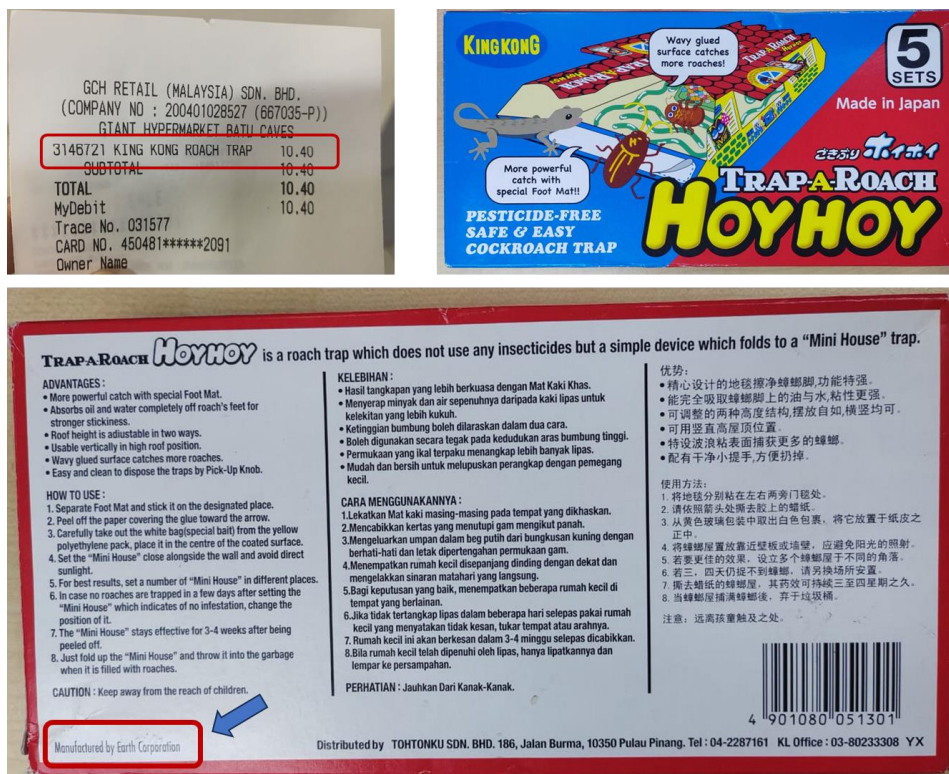
3. Who can join the Contest?

A. This Contest is open to all citizens and permanent residents of Malaysia age 18 years and above (as at 1 January 2024) except the employees and immediate family members of the employees of the Organiser, including its affiliated and/or related companies, distributors, dealers, advertising and promotion agencies.

4. Which Earth Home products can I buy to join the Contest?

A. You can buy any Earth Home products distributed by Earth Home Products Malaysia to join the Contest.

>> King Kong Hoy Hoy is distributed by another company and is not eligible for this Contest. Below photos and receipt as reference.



5. Do I need to keep my original receipt after I submit an entry?

A. Yes, please keep your original receipt as proof of purchase. You are required to send it to the Organiser upon request if you are shortlisted as a winner. Failure to do so will result in your disqualification.

6. Can I submit more than 1 entry for the Contest?

A. Yes, you may send as many WhatsApp entries as you wish as long as each entry is accompanied with the required details and a different receipt.

7. I purchased RM62 Earth Home products in 1 receipt. How many entries am I eligible for?

A. Every RM15.00 purchase of Earth Home products entitles the participant to 1 Contest entry. If you purchased RM62 worth of Earth Home products in a single receipt, you will get 4 Contest entries.

8. I lost my original receipt after submitting an entry. Can I go back to the outlet to get a reprint/duplicate receipt?

A. We're sorry. Only original receipt that matches your entry is accepted. Reprinted, duplicated and certified true copy receipts are not accepted.

9. Can you show me sample receipts that are accepted in the Contest?

A. Please refer to Appendix section at the end of this FAQ.

10. I purchased from online platform and used my coins. Is the RM15 purchase amount including or excluding the coins?

A. The RM15 purchase amount INCLUDES coins used, cashback used, online platform e-voucher code applied, any discount voucher, shop voucher, discount/sale from online platform and EXCLUDES shipping fee.

11. Will I receive a notification after I submit an entry?

A. Yes, you will receive an acknowledgement reply message after the Organiser has received your entry.

12. Can I use my Singapore registered mobile number to join the Contest?

A. Only valid Malaysia registered mobile number can be used to join the Contest.

13. How are winners selected?

A. The Organiser will extract all WhatsApp entries received for processing. All entries that do not meet the requirements stated will be disqualified. The Organiser will tabulate the entries received and allocate a serial number for each qualified entry received according to the date and time of receipt throughout the Contest Period.

Grand Prize & First Prize winners: Total qualified serial numbers allocated at the end of the Contest Period will be divided by 2.5 to derive the winning serial numbers for the Grand Prize and First Prize finalists. The winning serial number will be the closest, lower whole number that results after the stated division. The eligible Grand Prize winner will be invited to Klang Valley to participate in an event to determine whether the participant is a Grand Prize winner. In the event the eligible Grand Prize winner does not win the Grand Prize, he/she will win the First Prize and the Grand Prize will be forfeited. When this happens, the shortlisted First Prize finalist will not win any prize.

Weekly Prize winners: Total qualified serial numbers allocated at the end of each Contest Week throughout the Contest Period will be divided by 18 to derive the winning serial numbers for Weekly Prize finalists. The 1st, 7th and 13th serial numbers will be selected as the Weekly Prize finalists while the other serial numbers will be reserves.

14. How are winners confirmed?

A. The Organiser will contact finalists via WhatsApp number 017-3244341 to the finalist's mobile number used to participate in the Contest. Each selected finalist will be given 1 question to answer. If a finalist fails to answer correctly or fails to answer the question posted within the time stated, the finalist will be disqualified and prize forfeited. The Organiser will not be held liable in the event the selected finalist cannot be contacted for whatsoever reasons.

If in doubt upon receiving the WhatsApp message/call, participants may contact Earth Home at 03-77342118 (call) or 011-24387514 (WhatsApp) for confirmation.

The finalists are then required to submit to the Organiser all the original receipts and a copy of their NRIC within 3 working days from the date of notification by Pos Laju/courier, failing which, the finalist shall be disqualified. The Organiser shall not bear any postage cost incurred by the finalists, and shall not be responsible for any delay, non-delivery or missing post/courier.

Winners will be confirmed after verification of the original receipt(s) and all required documentation/ information.

15. What are the prizes offered in the Contest?

A. The prizes for this Contest are:

- Grand Prize x 1: Honda City Hatchback 1.5L S.
- First Prize x 1: RM13,000.00 Senheng vouchers.
- Weekly Prize x 24: RM388.00 Touch 'n Go eWallet credit each.

16. What are the Weekly Contest Periods?

A. The Weekly Contest Period are as follows:

- Contest Week 1: 01 January 2024 – 11 January 2024;
- Contest Week 2: 12 January 2024 – 18 January 2024;
- Contest Week 3: 19 January 2024 – 25 January 2024;
- Contest Week 4: 26 January 2024 – 01 February 2024;
- Contest Week 5: 02 February 2024 – 08 February 2024;
- Contest Week 6: 09 February 2024 – 15 February 2024;
- Contest Week 7: 16 February 2024 – 22 February 2024;
- Contest Week 8: 23 February 2024 – 29 February 2024.

17. Does the Grand Prize winner have to pay for anything to claim the prize?

A. The Grand Prize excludes insurance, registration, road tax and delivery whereby such costs will be borne by the winner.

18. How will Weekly Prize winners receive their prize?

A. The Touch 'n Go eWallet credit prizes will be sent to the phone number which the participant used when entering the Contest within 8 weeks after the Contest Period. Winners must have a valid registered Touch 'n Go eWallet account to receive the prize or winners must agree to register a Touch 'n Go eWallet account with the same said phone number in order to receive the prize. The Organiser will not be responsible if the participant's phone number is invalid or not in service.

19. I am in Sabah/Sarawak and do not use Touch 'n Go. How can I claim the Weekly Prize?

A. For winners in Sabah and Sarawak, the Weekly Prize will be given in the form of Boost credit.

20. How many prizes can 1 person win in the Contest?

A. Each participant is allowed to win only 1 Weekly Prize throughout the Contest Period. The Weekly Prize winner is still eligible to win either the Grand Prize or the First Prize.

21. Where can I read the Contest Terms & Conditions?

A. The Contest Terms & Conditions can be found here: <https://www.earth-my.com/l/chinese-new-year-2024>

22. Who can I contact for more information regarding the Contest?

A. For enquiry, participants may contact Earth Home at 03-77342118 (call) or 011-24387514 (WhatsApp), Monday to Friday, 9.30am to 5.30pm, excluding Selangor state and Public Holidays.

APPENDIX – SAMPLE RECEIPTS THAT ARE VALID AND ACCEPTED

1. ORIGINAL PRINTED RECEIPT FROM OUTLET

GCH RETAIL (MALAYSIA) SDN. BHD.
(COMPANY NO. : 200401028527 (667035-P))

COLD STORAGE SURIA KLCC

4246303 ARS MUSHIY 60DAYS 1S 17.90
4015028 ICE MT M.WATER 600ML 0.90
4001850 PLASTIC BAG 0.20
SUBTOTAL 19.00
TOTAL 19.00
Visa Card 19.00
Trace No. 125444
CARD NO. 441732*****1377
Owner Name

Inv:65610 Ctr:8 ID:209 18:48 23/10/23

Outlet name

Earth Home product & purchase amount

Receipt/Invoice number

Receipt/Invoice date

KK SUPERMART & SUPERSTORE SDN BHD (619651-M)

DESA PETALING
Tel: 016-2281822 www.facebook.com/kksupermart
Date: 25/10/2023 15:37:18 Cashier: HASAN
Tax Inv: NZX2202310250234

	QTY	RM	RM
ARS NTL ROACH R/PEPPERMI	1	9.90	9.90
8850273148112			
ARS NTL MOSQUITO R/LAVEN	1	9.90	9.90
8850273147115			
ARS HOY HOY TRAP-A-ROACH	1	2.90	2.90
9551007000001			
Item count	3		
Total Sales		22.70	
Rounding adj		0.00	
Total After Adj		22.70	
CREDIT CARD_PBB		22.70	
VISA XXXXXXXXXXXX7876			
Balance		0.00	

Outlet name

Earth Home products & purchase amount

Receipt/Invoice date

Receipt/Invoice number

2. ONLINE ORDER DETAILS

LAZADA

Order Details

Earth Home → Outlet name

ARS Halau Cicak Spray, No Toxic 500ml Natural Extract of Peppermint Oil Repe... → Earth Home product

RM17.51 Qty: 1

Contact Lazada Chat Now

Subtotal(1 Item)	RM17.51	→ Purchase amount
Shipping Fee	RM4.90	
LazFlash Extra	-RM1.30	
Shipping Fee Voucher	-RM4.90	
coins	-RM0.18	
Cashback Balance	-RM4.38	
Total:	RM11.65	

Order No. 386263212056310 → Order number

More details: >

Placed on 20 Jul 2023 16:24:34 → Order date

Paid on 20 Jul 2023 16:24:36

Paid by Touch 'n Go eWallet

shipped on 21 Jul 2023 17:14:29

delivered on 22 Jul 2023 16:57:21

completed on 06 Aug 2023 16:57:34 → Order completed

More Receipt Buy again

SHOPEE

Order Details

Earth Home Malaysia → Visit Shop → Outlet name

ARS Natural Attractive Ant Bait Safe & Eas... x1
15 Days Return RM7.00 RM7.58

Japan Natucair Fabric Spray 400ml Teste... Extra Strength x1
15 Days Return RM13.00 RM12.65

Natucair Dreamy Fabric Kill Bacteria & Sle... Cocooning Time x1
15 Days Return RM13.00 RM10.90

1x ARS Penghalau Nyamuk Gel 60g - Wan... x1
15 Days Return RM8.90 RM8.54

ARS MUSHIYOKE NET 60D - Mosquito Ha... x1
15 Days Return RM17.00 RM17.18

Order Total RM50.15

Invoice VIEW

Payment Method
Online Banking

Order ID 2307177MAA6ADA → Order number

Order Time 17-07-2023 11:05 → Order date

Payment Time 17-07-2023 11:06

Ship Time 17-07-2023 19:15

Completed Time 19-07-2023 21:20 → Order completed

Contact Seller View Rating

Rate

3. INVOICE FROM ONLINE PLATFORMS

LAZADA

Outlet name

Earth Home

4, Jalan BS 9/10, Taman Bukit Serdang, 43300 Seri Kembangan, Selangor

INVOICE

Invoice Number:	
Order Number:	398334336803730
Order Date:	08/10/2023
Invoice To:	lim chaw yih
Invoice Date:	08/10/2023

Order number

Order date



BILLING ADDRESS	SHIPPING ADDRESS
184, lorong 5, site c, Sekinchan, Malaysia	kinrara kingsgate, jalan du 7/1, taman damai utama 20, Puchong, Malaysia
Contact Phone: 600176414492	Contact Phone: 600176414492

Payment Method: MIXEDCARD

Your ordered items for 398334336803730

#	Product name	Seller SKU	Shop SKU	Price	Paid Price
1	6 Pieces Japan ARS Hoy Hoy Cockroach/Lizard Strong Glue Trap, Natural Attractive Bait & Insecticide-Free. Suitable for house, office, kitchen, airbnb, hotel, cafe, resort, warehouse	EH-ARS-HOY-001-3PCS_x2A	3192437320_MY-16187019499	10.91	8.11
2	6 Pieces Japan ARS Hoy Hoy Cockroach/Lizard Strong Glue Trap, Natural Attractive Bait & Insecticide-Free. Suitable for house, office, kitchen, airbnb, hotel, cafe, resort, warehouse	EH-ARS-HOY-001-3PCS_x2A	3192437320_MY-16187019499	10.91	8.11
3	6 Pieces Japan ARS Hoy Hoy Cockroach/Lizard Strong Glue Trap, Natural Attractive Bait & Insecticide-Free. Suitable for house, office, kitchen, airbnb, hotel, cafe, resort, warehouse	EH-ARS-HOY-001-3PCS_x2A	3192437320_MY-16187019499	10.91	8.11
4	6 Pieces Japan ARS Hoy Hoy Cockroach/Lizard Strong Glue Trap, Natural Attractive Bait & Insecticide-Free. Suitable for house, office, kitchen, airbnb, hotel, cafe, resort, warehouse	EH-ARS-HOY-001-3PCS_x2A	3192437320_MY-16187019499	10.91	8.10
5	6 Pieces Japan ARS Hoy Hoy Cockroach/Lizard Strong Glue Trap, Natural Attractive Bait & Insecticide-Free. Suitable for house, office, kitchen, airbnb, hotel, cafe, resort, warehouse	EH-ARS-HOY-001-3PCS_x2A	3192437320_MY-16187019499	10.91	8.11

Earth Home products

Subtotal: RM 54.14

Purchase amount

Less: Voucher applied: RM -8.00

Total: RM 46.14

Shipping: +RM 5.80

Net paid: RM 46.14

SHOPEE

Outlet name

Earth Home Malaysia

4, Jalan BS 9/10, Taman Bukit Serdang, 43300 Seri Kembangan, Selangor

ORDER INVOICE

Customer Name: Bettyng	Invoice Number: 231008DXR0YYUA
Customer Address: 44, jalan temenggong 7, taman ungu tun aminah	Invoice Date: 08/10/2023

Receipt/Invoice number

Receipt/Invoice date

Order SN: 231008DXR0YYUA

Order Paid Date: 11/10/2023

Payment Method: 货到付款

Order Details

No.	Product	Variation	Net Product Price	Qty	Subtotal
1	1x ARS Penghalau Nyamuk Gel 60g - Wangi Nyamuk Paling Berkesan Tiada Racun Mosquito Repellent La		8.90	1	8.90
2	ARS Ant Bait (2 Set) Ubat Semut Hapus Seluruh Koloni Semut Serrangga. Serbuk Kecil Semut Tanpa Racun	1 set (2pcs)	7.90	1	7.90
3	ARS Hoy Hoy 3x Trap-A-Roach Insecticide-Free Bait Attract Cockroach's Favorite Food Strong Sticky Gl	1 box (3set)	6.20	1	6.20
4	Natucair Air Fresh Mosquito Repellent Gel - Lively Green (180g)		13.90	1	13.90
					36.90

Earth Home products

Subtotal RM 36.90
Total Quantity 4 items

Merchandise Subtotal 36.90

Purchase amount

Shipping Fee 4.90

Shop Voucher Applied -5.00

Grand Total RM 36.80

4. HOW TO GET INVOICE FROM ONLINE PLATFORMS

LAZADA

Order Details

Earth Home

ARS Halau Cicak Spray, No Toxic 500ml Natural Extract of Peppermint Oil Repe...
No Warranty
RM17.51 Qty: 1

Contact Lazada Chat Now

Subtotal(1 Item)	RM17.51
Shipping Fee	RM4.90
LazFlash Extra	-RM1.30
Shipping Fee Voucher	-RM4.90
coins	-RM0.18
Cashback Balance	-RM4.38
Total:	RM11.65

Order No. 386263212056310 [Copy](#)

More details:

Placed on	20 Jul 2023 16:24:34
Paid on	20 Jul 2023 16:24:36
Paid by	Touch 'n Go eWallet
shipped on	21 Jul 2023 17:14:29
delivered on	22 Jul 2023 16:57:21
completed on	06 Aug 2023 16:57:34

More [Receipt](#) [View Receipt](#)

Order Details

Earth Home

ARS Halau Cicak Spray, No Toxic 500ml Natural Extract of Peppermint Oil Repe...
No Warranty
RM17.51 Qty: 1

Contact Lazada Chat Now

Subtotal(1 Item)	RM17.51
Shipping Fee	RM4.90
LazFlash Extra	-RM1.30
Shipping Fee Voucher	-RM4.90
coins	-RM0.18
Cashback Balance	-RM4.38
Total:	RM11.65

Receipt

* E-mail
yanesloke@gmail.com

Please input your Email, we will send receipt/tax invoice to your mailbox within 24 hours...

Enter your email address. You will receive the invoice in your email within 24 hours.

Confirm

SHOPEE

Order Details

Earth Home Malaysia Visit Shop

ARS Natural Attractive Ant Bait Safe & Eas...
x1
15 Days Return
RM7.90 RM7.58

Japan Natucair Fabric Spray 400ml Teste...
Extra Strength
x1
15 Days Return
RM13.90 RM12.65

Natucair Dreamy Fabric Kill Bacteria & Sle...
Cocooning Time
x1
15 Days Return
RM13.90 RM10.90

1x ARS Penghalau Nyamuk Gel 60g - Wan...
x1
15 Days Return
RM8.90 RM8.54

ARS MUSHIYOKE NET 60D - Mosquito Ha...
x1
15 Days Return
RM17.90 RM17.18

Order Total RM50.15

Invoice [VIEW](#)

Payment Method
Online Banking

Order ID 2307177MAA6ADA [COPY](#)

Order Time 17-07-2023 11:05
Payment Time 17-07-2023 11:06
Ship Time 17-07-2023 19:15
Completed Time 19-07-2023 21:20

Contact Seller View Rating

Rate

Invoice

Order SN: 2307177MAA6ADA [Order number](#)

Grand Total RM50.15 **Order Paid Date** 17/07/2023 [Order date](#)

Shipping Details Vanes Loke 33,J***** 6012*****

Payment Method Online Banking

Order Details

ARS Natural Attractive Ant Bait Safe ...	x 1	RM7.58
1x ARS Penghalau Nyamuk Gel 60g - ...	x 1	RM8.54
ARS MUSHIYOKE NET 60D - Mosquit...	x 1	RM17.18
Japan Natucair Fabric Spray 400ml T...	x 1	RM12.65
Variation: Extra Strength		
Natucair Dreamy Fabric Kill Bacteria ...	x 1	RM10.90
Variation: Cocooning Time		

[Earth Home products & purchase amount](#)

Merchandise Subtotal	RM56.85
Shipping Fee	RM6.30
Shipping Discount	-RM5.00
Shop Voucher Applied	-RM8.00
Grand Total	RM50.15