

ZENSO x Ella Exclusive Fans Gathering Entry Ticket Lucky Draw Terms & Conditions: -

1. This “ZENSO x Ella Exclusive Fans Gathering Entry Ticket Lucky Draw” (“the **Contest**”) is organized by Wellous Sdn Bhd [201601035931 (1206872-W)] (“**Wellous**”, or “**Organiser**” or “**we**” or “**us**” or “**our**”). By participating in this Contest and clicking on the “I agree” button, you (“**participant**”, “**you**”, or “**your**”, or “**customer**”) agree that you have read, understood and agreed to be bound by the Terms and Conditions of this Contest and any changes or amendments that we may make to the Contest and/or the Terms and Conditions of this Contest from time to time will be notified on our official social media page.

2. **Contest Period:**

This Contest shall commence from 5th May 2023 till 20th May 2023, both dates inclusive.

3. **Eligibility:**

- (a) The Contest is open to all Wellous customers who are citizens or permanent residents of Malaysia and Singapore above the age of eighteen (18) years with a valid National Registration Identification Card (“**NRIC**”) or passport (whichever applicable). All employees of SVO Group Berhad and its affiliates are also allowed to join the Contest (“**Eligible Participants**”).
- (b) All employees of Wellous and their direct family members are prohibited from joining the Contest.

4. **Contest Mechanics:**

- (a) The Eligible Participants have two (2) options to participate the Contest, namely participation under product category or participation under journey category in the following manners:

Participation under Product Category:

- (i) To purchase ZENSO products from Wellous authorized dealers who possesses a valid Dealer ID from **1st March 2023 – 20th May 2023** (*only apply to participation under product category*)(“**Product Purchase Date**”), verifiable at <https://www.wellous.com/dealer-authentication/> (“**Authorized Dealers**”) from 5th May 2023 – 20th May 2023;

- (ii) Scan the product QR code to check for product authenticity at <https://www.wellous.com/product-verification/> from 5th May 2023 – 20th May 2023;
- (iii) Click “Join Contest” button;
- (iv) Complete personal details and press “Submit”;

A confirmation email will be sent to your mailbox once the above steps are fulfilled and completed.

Participation under Journey Category:

The Eligible Participant who has purchased our ZENSO product previously before the Contest period or the Product Purchase Date may also join the Contest via posting or sharing the journey with our ZENSO product in the following manners: -

Step 1:

Post your journey with ZENSO on Facebook/Instagram/XiaoHongShu and tag us as follows: -

- i. **Facebook:** @ZENSO_official
<https://www.facebook.com/zensoofficialmy>
- ii. **Instagram:** @zensoofficialmy
<https://www.instagram.com/zensoofficialmy/>
- iii. **Xiao Hong Shu** @Wellous
<https://www.xiaohongshu.com/user/profile/642507fc00000000110219df?xhsshare=CopyLink&appuid=5d276fae0000000011037c97&apptime=1681875059>

Step 2: Copy the FEED post URL link and paste it into the column;

Step 3: Fill up the details and press the 'SUBMIT' button to join the Contest;

Step 4: You'll be entitled to ONE lucky draw entry! A confirmation email will be sent shortly.

**The maximum entry for each individual is limited to ten (10) submissions.*

The submission of the participation of the Contest is open from 5th May 2023 – 20th May 2023. Any and/or all submission of participation of the Contest after

such period will not be accepted by Wellous, and the customer will not be eligible to participate in the Contest. Wellous reserves the right also to disqualify the customer from joining/ participating the Contest in the event that the above steps on participating the Contest are not followed, or the personal details provided by the customer is inaccurate or incorrect, or the ZENSO product is not purchased within the Contest period for participation under product category.

- (b) The number of lucky draw entry ticket (“**Entry Ticket**”) earned is subject to the number of ZENSO products purchased (*this may be subject to the set of ZENSO product purchased, different set of ZENSO product may have different quantity of products in the packaging*). The more Entry Ticket earned, the higher the chance to be selected as the final winner of the Entry Pass (as defined below). Each Participant will be entitled to **one (1) Entry Ticket for every one (1) ZENSO product purchased from 1st March 2023 – 20th May 2023** provided the above steps for participation under product category are fulfilled and completed.
- (c) Customer who has purchased the ZENSO product and participated the Contest under the product category as abovementioned may increase your chance of winning by submitting and sharing post about the journey and experience of our ZENSO product to be entitled to **additional one (1) Entry Ticket** upon one (1) submission of journey with ZENSO on social media platforms (Facebook, Instagram or Xiao Hong Shu) only (“**Journey Submission**”). All Journey Submission shall tag ZENSO official account on each of your post and the steps for participation under journey category shall apply to the Journey Submission. Please tag us at our following official page:-
 - i. **Official Account to tag**
Facebook: @ZENSO_official
<https://www.facebook.com/zensoofficialmy>
 - ii. **Instagram:** @zensoofficialmy
<https://www.instagram.com/zensoofficialmy/>
 - iii. **Xiao Hong Shu @Wellous**
<https://www.xiaohongshu.com/user/profile/642507fc00000000110219df?xhsshare=CopyLink&appuid=5d276fae0000000011037c97&apptime=1681875059>

Each customer who has purchased the ZENSO product is limited to a maximum of **ten (10) Journey Submissions** only. Any and/or all additional Submission after the limit shall not be counted by Wellous and the customer will not be entitled to

any additional Entry Ticket after the maximum Journey Submission limit is reached.

Wellous reserves the right to disqualify the above Journey Submission or the participation under journey category in the following situations: -

- i. The URL link provided is not completed;
- ii. The URL link is no longer available;
- iii. The posted content is irrelevant with our ZENSO product; and
- iv. The posted content is making some false, untrue, libelous and scandalous statement on the ZENSO product.

5. Prizes and Selection of Winners:

(a) Prizes:

50 winners will get 1 entry pass (“**Entry Pass**”) to attend ZENSO x Ella Exclusive Fans Gathering & ZENSO goodies bag that worth more than RM100.00.

(b) Selection of winners:

A total of 50 winners will be selected on 15th May 2023 & 23rd May 2023 respectively. We will select 20 winners randomly at first round on 15th May 2023 and 30 winners at second round on 23rd May 2023 during our lucky draw. We will announce the winner on our ZENSO Facebook official page on the same day respectively.

We will then contact the winners through our ZENSO Facebook official page or via Whatsapp on the respective aforementioned dates. For winners fail to confirm to us on their attendance by 16th May 2023 & 24th May 2023 at or before 6.59pm, the Entry Pass will be forfeited and we will choose another winner for the Entry Pass.

The Entry Pass is non-refundable, non-transferable, and cannot be exchanged for cash.

6. Liability & Responsibility

- (a) Winners shall assume full liability and responsibility in case of any liability, mishap, injury, damage, claim or accidents (including death) resulting from their participation in this Contest, redemption and/or utilisation of the prizes. Wellous shall not be responsible for any liability, mishap, loss, damage, claim or accident

in any manner whatsoever.

- (b) All recording, transportation, accommodation, personal costs and/or any other costs, fees and/or other expenses that are incurred to participate in this Contest and to redeem the prize is the sole responsibility of the winner.
- (c) Wellous is not responsible for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction, unauthorized access to, or alteration of, user or member communications, or any problems or technical malfunction of any telephone network or lines, computer online systems, servers or providers, computer equipment, software, failure of e-mail or players on account of technical problems or traffic congestion on the Internet and/or websites which may affect the customer on the participation of the Contest or the claiming of the prize won.
- (d) Customer also agree that Wellous is not responsible nor liable for any delay, injury or damage to the customer's and/or any third party's computer, computer system or apparatus relating to or resulting from the access to, participation in this Contest, including but not limited to the playing, downloading of any materials or information from the Contest and in connection with this Contest, submission/uploading for this Contest, including without limitation any server failure, lost, delayed or corrupted data or other malfunction.

7. Rights of the Organiser

- (a) By submitting your entries for this Contest, the customer agrees and acknowledges that any and/or all intellectual property rights thereto shall belong to the Organiser. The Organiser shall have the exclusive right to use, edit, modify and publish the entry submitted by the customer, publish the names of the participant, in any way it deems fit for any advertising, trade, promotional purpose and for any other reason whatsoever, without any further notice to the participant and the participant shall not claim ownership or any payment or compensation on the materials. For the avoidance of doubt, the submissions will not be edited for judging purposes.
- (b) The Organiser reserves the right to modify, suspend or cancel this Contest in the event that it becomes not capable of running as planned, technically interfered or corrupted, including but not limited to infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failures, or any other causes beyond the control of the Organiser, despite the best efforts of the Organiser.
- (c) The Organiser reserves the right, in its sole discretion, to disqualify any participant that is found or suspected of tampering with the Contest submission process, the

operation of this Contest. The Organiser reserves the right to remove any submissions of the person who we reasonably suspects has violated or infringed any of these general terms and conditions and we reserve the right to pursue legal action against any individual we believe has undertaken fraudulent activities or other activities harmful to this online Contest and/or the Contest submission process.

8. Force Majeure

Wellous shall not be liable to you for any breach for any reason of any delay in performing or failure to perform any terms and conditions herein due to any cause beyond our reasonable control, including but without limitation to acts of God, war, explosions, flood, acts of restriction, regulations, by-laws, or measures of any kind on the part of governmental parliamentary or local authority, lockdown, pandemic, epidemic, embargoes, riot, terrorist attack, threat or preparation of war, civil commotion etc.

9. Prohibited Content

Below is a partial list of content that is illegal or prohibited to be posted on the Contest. Posting of any of this content by the participant may, in the Organiser's sole discretion, result in disqualification of participation. In addition, the Organiser reserves the right to investigate and take appropriate legal action, in its sole discretion, against anyone who violates this provision, including without limitation, removing our tag on those offending post on social media platforms and reporting such violators to the appropriate legal authorities. Prohibited content includes, but is not limited to, contents which, in the Organiser's sole judgement:-

- is offensive to the online community, such as content that promotes racism, politically religious agendas, inflammatory religious content, violence, foul language, bigotry, hatred or physical harm of any kind against any group or individual;
- include ingredients that are offensive to other religious practices;
- harasses or advocates harassment of another person;
- involves the transmission of "junk mail", "chain letters," "spam," or any other unsolicited mass mailing, e-mailing, or other communication;
- includes any information that (i) the participant knows is false or misleading, (ii) promotes illegal activities or conduct that is abusive, or (iii) is threatening, obscene, defamatory, or libelous;

- constitutes or includes any illegal or unauthorized copy of another person's copyrighted or copyrightable work, including, but not limited to, (i) pirated computer programs or links to them, (ii) information which circumvents manufacturer-installed copy-protect devices, (iii) pirated music or links to pirated music files;
- displays obscene, pornographic or sexually explicit material of any kind;
- includes material that exploits people in a sexual or violent manner;
- includes material showing or depicting any offensive or violent acts whether involving other person or persons or animal or not;
- provides instructional information about illegal activities such as making or buying illegal weapons, violating someone's privacy, or providing or creating computer viruses; and
- exhibits overtly dangerous or potentially life threatening situations.

10. Privacy Notice

- (a) By participating in the Contest, you consent for Wellous and any of its holding, subsidiary or related companies and its service providers, agents and contractors who provide administrative and business support to Wellous and act on our behalf [**"Authorised Third Parties"**] [collectively **"the Organiser"**] to process your personal information provided in the entry submission for purposes of participating the Contest. This includes disclosing the participants' name to the general public when the participants become a winner in the Contest by publishing the participants' names, photographs and other personal information without compensation for advertising and publicity purposes.
- (b) The Organiser may also use the participants' personal information for purposes of contacting and sending to the participants marketing and promotional information or materials about our products, services, any promotions, events or contests organised by us.
- (c) At times Wellous may retain Authorised Third Parties to process the participants' personal information, all such Authorised Third Parties are contractually bound to take reasonable measures to keep information secure and not to use the participants' personal information in any way other than that which is specified here and our Privacy Notice at <https://www.wellous.com/ZENSO-Ella-Fit-and-Show>.
- (d) Wellous is a global company and the participants' personal information may be transferred across borders. Wellous will ensure that the country the participants' data is transferred to has a similar or equivalent personal information protection laws in

place.

- (e) To the extent that the applicable law allows, the participants have the right to request for access to, request for a copy of, request to update or correct the participants' personal information held by us.
- (f) Please note we requires the participants' personal information in order to process the participants' participation in the Contest, without which we will not be able to process the participants' application.
- (g) For a more detailed description of Wellous privacy practices, please refer to the Privacy Notice at <http://www.wellous.com/ZENSO-Ella-Fit-and-Show>. Wellous reserves the right to update and amend our privacy notice from time to time.

11. General Terms and Conditions:

- (a) The Terms and Conditions herein shall be governed by and is to be construed in accordance with the laws of Malaysia. The parties hereby agree to submit to the exclusive jurisdiction of the Malaysian Courts.
- (b) If one or more of the terms and conditions herein shall be invalid, illegal or unenforceable in any respect under any applicable law or decision, the validity, legality or enforceability of the remaining provisions contained herein shall not be affected or impaired in any way.
- (c) Wellous reserves the right to change the qualifying/selection criteria and allocation of prizes from time to time at Wellous's absolute discretion.
- (d) Wellous also reserves the right to amend this Terms and Conditions, and to suspend, terminate, delay or vary this Contest with prior notice to the Eligible Participants.
- (e) The mode of notification (if any) of the amendment, suspension, termination, delay or variation shall be at Wellous's sole discretion, including but not limited to displaying the same in any of Wellous's website or social media sites.
- (f) Wellous's decision on any and/or all matters relating to this Contest including the selection of the names of the winners, the Terms and Conditions herein or any amendments to the same shall be final, binding and conclusive and no correspondence will be entertained.
- (g) By participating in this Contest, the Eligible Participants agree to be contacted by Wellous's and/or our appointed agency for prize fulfilment or administration

of this Contest (if any) (“**Agency**”), agree to disclose their personal details (including but not limited to name, NRIC/ID number, phone numbers and email address) to the Agency as well as agree and authorize the Agency to disclose their personal details to Wellous in relation to and for the purposes of this Contest.

- (h) In the event of a discrepancy between the Terms and Conditions of this Contest and the advertising, promotional, publicity and other materials relating to or in connection with this Contest, the Terms and Conditions of this Contest shall prevail.