

FREQUENTLY ASKED QUESTIONS (FAQs)

When does the promotion start and finish?

You must purchase a participating Pringles product between 12:01am starting September 1, 2020 until 11:59pm of October 31, 2020. You must complete your entry online between 12:01am starting September 1, 2020 until 11:59pm of October 31, 2020.

Where is the promotion running?

You may purchase any Pringles 42g, 107g, 147g, Pringles Tortilla 110g, and Pringles 107g Special Promo Packs, in any retail stores and e-commerce sites nationwide. Make sure to keep for your purchase receipt!

Do I need to purchase multiple Pringles products to enter the promotion?

No. Purchasing any one (1) participating Pringles product (of any flavour) entitles you to join the promotion. List of participating products:

PRINGLES PRODUCT PORTFOLIO



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110g



107g (Special Promo packs)



What do I need in order to participate?

You will need your purchase receipt printed with the participating Pringles product(s), make sure the store and the date of purchase are clear. Make sure to keep your physical purchase receipt in a safe place, we will be requesting to show the actual receipt to validate your entry in case you win!

Where can I buy specially marked products?

Specially marked cans should be available in the top retail stores nationwide. But you can also enter the promotion you purchase normal Pringles products, just so long as it's within the promotion period.

What can I win?

With the purchase of any one (1) Pringles product you will get FREE 20 Mobile Legends Diamonds and be in to win a Mobile Legends Epic Skin. There will be 61 daily prize draws conducted in total; one (1) for each day of the Promotion Period. You can be in to win one of 3 Mobile Legends Epic Skins, which will be awarded randomly to each winner.

You may enter the promotion multiple times to get the FREE 20 Mobile Legends Diamonds, but you can only win a maximum of one (1) Mobile Legends Epic Skin during the promotion period. The prizes are non-transferable, non-exchangeable and not convertible to cash.

There will be a maximum 10,000 FREE 20 Mobile Legends Diamond codes available during the promotion period.

If all the FREE 20 Mobile Legends Diamonds codes have been redeemed, you will still be able to enter to be in to win a Mobile Legends Epic Skin.

How do I enter?

To enter, you must, during the Promotion Period:

- Make a Qualifying Purchase and collect your itemized purchase receipt
- Visit the Pringles website www.Pringles.com & sign in or sign up with your Pringles account.
- Fill out and submit the online entry form, upload an image of the Qualifying Purchase receipt for validation, answer the question "WHY DO YOU LOVE PRINGLES?" in 25 word or less
- Once your receipt has been validated, your FREE 20 Mobile Legends Diamonds redemption code will be emailed to the same address used for the promotion entry, and you will be in to win the daily prize of one (1) Mobile Legends Epic Skin.

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In the instance where your receipt cannot be validated, you will be notified via email with further instructions on how to resubmit your proof of purchase to receive your FREE Mobile Legends Diamonds redemption code.

Your purchase receipt must clearly identify where the Qualifying Purchase was made, the product(s) purchased (which must comprise a Qualifying Purchase) and the date of purchase (which must be during the Promotion Period before you submitted your entry). The Promoter is not responsible if your mobile device/desktop is not sufficiently capable for the purpose of submitting an entry, including having the requisite photograph capability.

Please ensure that your receipt image is clear, not blurry, not faded and contains only the image of the purchase receipt, to enable smooth verification. Only printed receipts will be accepted, no handwritten receipts will be accepted for the promotion.

I am unable to upload my receipt?

Maximum size per image is 6MB. Our website is only able to support the following image formats: JPG/ JPEG, PNG, PDF. Phone receipt image can also be uploaded, just make sure it's within the size limit. Only **one** receipt per entry will be accepted.

I cannot log on using my user name or password.

Please follow the links and instructions on the registration page. In the case that you experience any issues, please to send us your query and we can check your details for you via our "contact us" page.

How many times can I enter?

You can redeem an unlimited number of the FREE 20 Mobile Legends Diamonds, as long as you have purchased the correct participating Pringles product(s), and the purchase receipt has been successfully validated. There will be a maximum 10,000 FREE 20 Mobile Legends Diamond codes available during the promotion period.

You can also enter multiple times to be in to win a Mobile Legends Epic Skin, but you will only be eligible to win **once** during the promotion period. If all the FREE 20 Mobile Legends Diamonds codes have been redeemed, you will still be able to enter to be in to win a Mobile Legends Epic Skin.

Every entry needs to have a corresponding unique receipt that hasn't been uploaded previously and only one receipt per entry will be accepted.

How will I know my entry was submitted successfully?

At the end of the entry process, the website will show you a message *"Congratulations you have a successful entry! Once your receipt has been verified, your FREE 20 MLBB Diamonds code will be emailed to you within 48 hours. Notification of Winners for the Mobile Legends Epic Skin could take up to 14 working days."*

After I've submitted my entry, do I need to keep my purchase receipt?

You must keep the original itemised purchase receipt(s) as proof of purchase for all entries: If you don't produce the above proof of purchase for all entries when asked, the Promoter may disqualify all of your entries and you will lose any right to a prize. Proof of purchase must be identical to that provided by you with your entry. If, in the Promoter's opinion, you have shared any proof of purchase with another person, your entries will be invalid, and you will lose any right to a prize.

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How can I win:

1. **Free 20 Mobile Legends Diamonds:** redemption code will be sent via email within 48 hours (Monday to Friday, excluding public holidays and weekends wherein the code will be sent on the next business day once validation has been confirmed) for every successful entry, once your receipt has been validated.
2. **Mobile Legend Epic Skin:** Successful entries for each week will be gathered on a Monday (see schedule on **Table 1**) and the Promoter will choose the best response based on the most creative answer to the question “Why do you love Pringles?”, and award 1 daily winner. Redemption code will be sent via email after winner selection is completed.

Table 1

Winner Selection Date	Number of winners	For entries received
7 September 2020	6	On each day between 1 September 2020 – 6 September 2020 (inclusive)
14 September 2020	7	On each day between 7 September 2020 – 13 September 2020 (inclusive)
21 September 2020	7	On each day between 14 September 2020 – 20 September 2020 (inclusive)
28 September 2020	7	On each day between 21 September 2020 – 27 September 2020 (inclusive)
5 October 2020	7	On each day between 28 September 2020 – 4 October 2020 (inclusive)
12 October 2020	7	On each day between 5 October 2020 – 11 October 2020 (inclusive)
19 October 2020	7	On each day between 12 October 2020 – 18 October 2020 (inclusive)
26 October 2020	7	On each day between 19 October 2020 – 25 October 2020 (inclusive)
2 October 2020	6	On each day between 26 October 2020 – 31 October 2020 (inclusive)
TOTAL	61	

How will I know if I'm a winner of the Mobile Legends Epic Skin?

You will receive notification via email from the Promoter within two (2) weeks from the determination of the winners, with the redemption code to get your Mobile Legends Epic Skin. The winners will also be published on Pringles Malaysia Facebook page (www.facebook.com/PringlesMalaysia) within 14 working days of the relevant draw. Any entry judged as a winner that was unable to be validated will receive an email from the Promoter advising that the receipt provided was not eligible for this promotion.

Please refer to **Table 2** for schedule of winner announcements:

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Table 2

Announcement date	Number of winners	For entries received
14 September 2020	6	On each day between 1 September 2020 – 6 September 2020 (inclusive)
21 September 2020	7	On each day between 7 September 2020 – 13 September 2020 (inclusive)
28 September 2020	7	On each day between 14 September 2020 – 20 September 2020 (inclusive)
5 October 2020	7	On each day between 21 September 2020 – 27 September 2020 (inclusive)
12 October 2020	7	On each day between 28 September 2020 – 4 October 2020 (inclusive)
19 October 2020	7	On each day between 5 October 2020 – 11 October 2020 (inclusive)
26 October 2020	7	On each day between 12 October 2020 – 18 October 2020 (inclusive)
2 November 2020	7	On each day between 19 October 2020 – 25 October 2020 (inclusive)
9 November 2019	6	On each day between 26 October 2020 – 31 October 2020 (inclusive)
TOTAL	61	

If I have more than one (1) Pringles product in one receipt, am I entitled to more entries?

Once your receipt has been validated, you will get as many FREE 20 Mobile Legends Diamonds redemption codes, as the number of Pringles products on the receipt. However, one receipt entitles you to only one entry to be in to win a Mobile Legends Epic Skin.

For example, if you purchase 2 Pringles products on one receipt, you will receive two (2) FREE 20 Mobile Legends Diamonds redemption codes and have one (1) entry to be in to win a Mobile Legends Epic Skin.

I have a receipt from before the start of the promotion period, am I still eligible to enter?

Only receipts with the date of purchase during the Promotion Period will be accepted.

If I have more than one receipt, can I upload them all at once to claim more FREE 20 Mobile Legends Diamonds redemption codes:

Only one receipt per entry will be accepted. In the case that you have more than one receipt, you will need to complete multiple entries.

I have won a Mobile Legends Epic Skin, can I choose which Skin I want:

Each winner will receive one of the 3 Mobile Legends Epic Skins up for grabs, which will be awarded randomly.

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I have received my redemption code; how do I use it?

Once you have received your FREE 20 Mobile Legends Diamonds redemption code, or if you are a lucky winner of the Mobile Legends Epic Skin, you can go to <https://gamingph.com/2019/09/how-to-redeem-codes-in-mobile-legends-bang-bang/> for instructions on how to redeem your code(s).

All FREE 20 Mobile Legends Diamonds and Epic Skin codes must be redeemed before **30 June 2021**. Any codes not redeemed within this period cannot be replaced/reissued.

If I am not selected as winner, is the Epic Skin available for purchase in the Mobile Legends store?

No, this is a limited-edition skin that is not for sale. Since the nature of the skin is not for sale, it is categorised as a Starlight Skin.

I have a query that isn't answered here?

Please contact our customer service team