

Caltex 'Protect & Win' Promotion Terms & Conditions

Organizer

1. **The Caltex Lubricants 'Protect & Win' Promotion** ("Promotion") is organized by Chevron Malaysia Limited ("Chevron" or the "Organizer") through Caltex Stations and all workshops that sell Caltex lubricants products.
2. The Promotion is open to all Malaysian citizens aged eighteen (18) years or older as of 27 November 2021 when they purchase the participating Caltex lubricants at Caltex service stations or workshops nationwide ("Eligible Participants"), except for the following individuals:
 - a. Employees of Chevron (including its affiliated and related companies) and their immediate family members (children, parents, brothers and sisters, including spouses);
 - b. Employees of Caltex service station operators / retailers / marketers and staff and their immediate family members (children, parents, brothers and sisters, including spouses);
 - c. Representatives, employees, servants and/or agents of advertising and/or promotion service providers of Chevron (including its affiliated and related companies), and their immediate family members (children, parents, brothers and sisters, including spouses).

Promotion Period

3. The Promotion commences on 27 November 2021 and ends on 22 January 2022 ("Promotion Period"), inclusive of both dates. The Organizers reserve the right to, at any time, amend or extend the duration of the Promotion Period as it deems fit.

4. Participating Caltex Lubricant Product list and number of entries to win.

No	The Participating Products	Quantity	Entry to win
1	Techron Concentrate Plus (TCP)	355 ml	3x
2	Techron Diesel Concentrate (TDC)	473 ml	3x
3	Techron Concentrate Plus - MCO	75 ml	2x
4	Havoline® Super 4T Semi-Synthetic 10W-40	1 litre	1x
5	Havoline® Super 4T Fully Synthetic 10W-50	1 litre	2x
6	Havoline® Super 4T Fully Synthetic 5W-40	1 litre	2x
7	Havoline® Fully Synthetic Value Range 5W30	4 litres	1x
8	Havoline® Fully Synthetic Value Range 5W40	4 litres	1x
9	Havoline® ProDS Fully Synthetic ECO 5 SAE 0W-20	4 litres	2x
10	Havoline® ProDS Fully Synthetic SAE 10W-50	4 litres	1x
11	Havoline® ProDS Fully Synthetic LE SAE 5W-40	4 litres	3x
12	Havoline® ProDS Fully Synthetic ECO 5 SAE 5W-30	4 litres	3x
13	Havoline® ProDS Fully Syn Eco5 0W20	3 litres	3x
14	Havoline® Synthetic Blend SAE 10W-40	4 litres	1x
15	Havoline® Synthetic Blend SAE 5W-30	4 litres	1x
16	Delo Sports FS Advance LE SAE 5W30 ACEA C3 3x6L+1L+1L	8 litres	3x
17	Delo Sports FS Advance SAE 5W40 (CK4) 3x6L+1L	7 litres	3x
18	Delo Sports Synblend SAE 15W40 3x6L+1L	7 litres	1x
19	Delo Sports Synblend SAE 10W30 3x6L+1L	7 litres	1x

Prizes

5. The prizes (“Prizes”) as tabled below shall be given away to the winners.

Category	Prizes	Criteria	No. of winners
GRAND PRIZE	CALTEX STARCASH CARD WORTH RM 5,000	2 Lucky Draw winners	2
CONSOLATION PRIZE	CALTEX STARCASH CARD WORTH RM 500	100 Lucky Draw winners for each prize	200
	No of winners		202

The Organizers reserve the right at their absolute discretion to substitute any of the Prizes with a prize of similar value, at any time, without prior notice or consent. All Prizes will be awarded in its current state and cannot be exchanged. The pictures of the Prizes shown are for illustration purposes only.

6. A total of two hundred and two winners shall be selected throughout the Promotion Period as per the summary provided below and transaction date: -

Transaction Date	Category	Selection	Total No of Winners
27 November –	Grand Prize	1 st Round Winners	1
25 December 2021	Consolation Prize		100
26 December 2021 –	Grand Prize	2 nd Round Winners	1
22 January 2022	Consolation Prize		100

Qualification Mechanics

- To qualify, Eligible Participants must purchase any of Caltex selected lubricants as specified in No.4 in a single receipt at any Caltex stations or workshop during the Promotion Period.
- To participate in the Promotion, Eligible Participants must a) submit a picture of the receipt through the WhatsApp application as set out in the advertisements at www.caltexlubricantspromo.com.my subject to meeting the terms and conditions herein or through a QR Code displayed at Caltex Point of Sale Materials, and b) answer simple questions.
- The submission must be made on or before 28th December 2021 and 25th January 2022 in order for the Eligible Participant to be selected for Prizes. For example, if the fuel transaction is made on 25th December, the receipt must be submitted by 28th December for the Eligible Participant to be in the running for Prizes for the Round 1 selection of winners.
- The picture of the receipt submitted must be clear and legible. Receipt photos that are blurry or unclear will be disqualified.
- Eligible Participants are required to retain the original receipt of purchase as proof of purchase of the transaction.
- Winners are required to present the original receipt of purchase during the claiming of Prizes.
- Any receipt duplicate will not be entertained, and the Prizes will be forfeited if the receipt is not original.

Selection of Winners

- The winner(s) will be selected as per the table in paragraph 6 above. The winner(s) will be notified by a phone call or WhatsApp message.
- In the event that the Winner fails to respond within 3 working days from date of the first call or message, Chevron reserves the right to not award the Prize or to select the next eligible winner and the same process will be repeated until a new monthly Winner is determined.
- Standard telco data charges may apply and shall be borne by the winner(s) for submitting the participation receipt via WhatsApp or QR code.

17. Eligible Participants are entitled to win only once throughout the Promotion Period. In the event where the Eligible Participant's entry is drawn more than once, the next Eligible Participant will be chosen.
18. Details of the winners will also be available after the Promotion Period at the Caltex Malaysia website www.caltex.com.my and Caltex Malaysia's Facebook page.
19. Troopers Innovation Sdn Bhd ("Troopers"), the contest management organizer, will contact the winners to make the arrangements for delivery or collection of the Prizes.
20. IMPORTANT NOTE: Any communication to the winners of this Promotion will not contain any request to disclose financial, credit card or bank account details. If in doubt, please email our contest management company, also known as 'Troopers' at support@caltexlubricantspromo.com.my to verify the authenticity of the communication.
21. Prizes awarded are non-exchangeable and cannot be exchanged for cash.
22. All Prizes must be claimed within three (3) months from date of notification. All unclaimed Prizes will be forfeited.
23. The Organizer will not be liable in the event of non-receipt or delayed delivery of any form of notification to the winner(s).

General Terms and Conditions

24. By participating in this Promotion, the Eligible Participant expressly agrees and consents to:
 - i. be bound by these terms and conditions and the decisions of the Organizers concerning this Promotion;
 - ii. grant to Chevron and Troopers and its authorized advertising or media agencies, all consents and waivers for the Eligible Participant's name, likeness and particulars to be used for publicity, marketing and advertising purposes worldwide, without limitation and without compensation, in any manner whatsoever in any part of the world as Chevron or Troopers shall in its sole discretion deem fit;
 - iii. allow Chevron and Troopers to disclose to any third party the Eligible Participant's personal data for any and all purposes in relation to this Promotion and any other related business activities; and
 - iv. hold harmless and indemnify Chevron and Troopers from any loss or damage suffered during delivery of prizes.
25. The records of transactions maintained by Troopers and the selection of winners shall be final and conclusive.
26. Chevron reserves the right to select new winner(s) to substitute any winner(s) who may be ineligible or disqualified for any reason whatsoever throughout the Promotion Period.
27. Chevron's decision on all matters relating to this Promotion shall be final, conclusive and binding and it shall not be obliged to give any reasons or enter into any correspondence with any person(s) on any matter concerning this Promotion.
28. The winner(s) shall not be entitled to any cash compensation, benefits or substitution in any form whatsoever in lieu of the Prizes.
29. Chevron reserves the right to forfeit the Prizes awarded if the winner(s) does not comply with any of the terms and conditions herein.
30. These terms and conditions shall be governed by the laws of Malaysia, and Eligible Participants shall be deemed to have agreed to submit to the exclusive jurisdiction of the Malaysian Courts.
31. Chevron reserves the rights at its absolute discretion to change, vary, delete or add to any of these terms and conditions by notification at participating Caltex Stations, workshops, the Caltex Malaysia website www.caltex.com.my or Caltex Malaysia's Facebook page.
32. Chevron, its affiliated companies, parents, subsidiaries, advertising and promotional agencies, and all their respective officers, directors, employees, representatives and agents will not be held responsible or liable for any personal injury or mishap or damage to property caused by the use of the Prizes and shall be indemnified against any injuries, losses or damages of any kind to any person, including death, or property, resulting in whole or in part, directly or indirectly, from acceptance, possession, misuse or use of any of the Prizes or pertaining to the quality/safety/fitness for use/suitability of any of the Prizes.
33. Troopers and Chevron shall not be responsible in any way whatsoever in the event of any complaint, dispute, damage or defect arising in respect of any of the Prizes.
34. These Terms and Conditions, as may be amended from time to time, shall prevail over any provisions or representations contained in any other promotional material or advertisement of this Promotion.
35. Chevron reserves the right to cancel, terminate, suspend or replace this Promotion (or any part thereof) with or without any prior notice and shall not be liable for any claim or compensation in respect of such cancellation, termination, suspension or replacement.

36. For any enquiries relating to this Promotion, please call our Customer Service Centre at 1 800 88 3169.
37. Personal Data Protection Act 2010 (“PDPA”):
- a. By entering this Promotion, all Eligible Participants consent to the use of their Personal Data by the Organizers and Troopers for the running of this Promotion, for any publicity of the Promotion in any form and through any media, and to receive notices on future promotions and marketing campaigns by Chevron.
 - b. The Eligible Participant acknowledges that Trooper and Chevron are authorized to process his/her personal data provided pursuant to this Promotion in accordance with their respective data privacy policies. For Chevron’s data privacy policy, please refer to <https://www.caltex.com/my/privacy-statement-and-personal-data-protection.html>
 - c. Any failure by the Eligible Participant to disclose the personal data required may result in disqualification from the Promotion.