

vivo “Merry Merry Ong” Campaign Terms and Conditions

Version Date: 12th Dec 2025

Introduction

This Merry Merry Ong Campaign (“**Campaign**”) will run from 20th December 2025 10:00AM (GMT+8) to 11th January 2026 10:00PM (GMT+8) (“**Campaign Period**”). VTALENT BUSINESS SDN. BHD. (Registration No.: 201501040956 (1166276K) (“**vivo**”) reserves the right to shorten or extend the Roadshow period at its sole discretion without prior notice.

Campaign Mechanism

1. Eligibility

To participate in this Campaign, the customer(s) (“**Customer(s)**”) must be:

- i. Individual(s) residing in Malaysia; and
- ii. Eighteen (18) years of age and above as of 20th December 2025.

2. Events

This Campaign consists of the following event:

No	Event Name	Event Period
1	Merry Merry Ong Campaign Giveaway	From 20 th December 2025 10:00AM (GMT+8) to 11 th January 2026 10:00PM (GMT+8)

a) Merry Merry Ong Campaign Giveaway

- i. Customer(s) who purchased any of the selected eligible vivo products (“**Eligible vivo Products**”) below during the campaign period are entitled to participate in the giveaway event (“**GA**”) to win the following prizes (“**GA Prizes**”), subject to terms and conditions hereinafter stated:

Category	Prizes	Value	Quantity Available
Grand Prize	Luxury Cruise Vacation (1 Winner 2 Tickets)	9,000	1
1 st Prize	X300 (12GB + 256GB)	3,599	1
2 nd Prize	Narwal S20 Pro	2,199	3
3 rd Prize	DJI OSMO Mobile 7	339	5
4 th Prize	RM50 Cash Prizes	50	100
5 th Prize	RM2.99 Cash Prizes	2.99	2,000

- ii. The Eligible vivo Products for the GA Event are as follows:
 - a. vivo X300 Pro 5G
 - b. vivo X200 Pro 5G
 - c. vivo X300 5G
 - d. vivo X200 5G
 - e. vivo X Fold 5G
 - f. vivo X200FE 5G
 - g. vivo V60 5G
 - h. vivo V50 5G
 - i. vivo V60 Lite
 - j. vivo V50 Lite 5G
 - k. vivo Y31 5G
 - l. vivo Y29t 5G (8GB + 256GB)
 - m. IQOO 15 5G
 - n. IQOO 13 5G
 - o. IQOO Neo 10 5G
 - p. IQOO Z10 5G

- ii. Additional terms and condition applicable to the GA Event:
 - 1. To be eligible to participate in the GA Event, Customer(s) must complete all the steps below during the Campaign Period:
 - a) Purchase the Eligible vivo Products.
 - b) Scan the QR Code, fill in customer details including the smartphone's serial number for registration.
 - c) Draw and stand a chance to win amazing prize.
 - 2. If any information submitted is found to be incomplete, misleading, or inaccurate, the entry shall be deemed invalid for the Customer(s) will be disqualified from the GA Event automatically.
 - 3. Each Customer of the same NRIC/passport name will stand a chance to win a maximum one (1) GA Prize(s) only from the GA Event.

- iii. Prize(s) Collection/Redemption Method:
 - 1. vivo reserves the rights to replace or substitute the Prize(s) with prizes similar value without prior notification based on its sole and absolute discretion. Decisions by vivo will be final and no appeals will be entertained.
 - 2. One (1) winner will be selected to receive the Grand Prize, which consists of a **Luxury Cruise Vacation for two (2) persons**, with a **total prize value of up to RM9,000**. The prize includes **two (2)** cruise tickets only. Any additional costs incurred beyond the total prize value of RM9,000, including but not limited to upgrades, additional services, taxes, fees, or personal expenditures, **shall be solely borne by the winner**.
 - 3. The Grand Prize, 1st Prize, 2nd Prize, and 3rd Prize winners of GA Event will receive a notification message from vivo team ("Notification Message") within fourteen (14) days from the date of the prize is drawn to inform about the requirements for GA Event collection. The winners of GA Event are required to reply to Notification Message within seven (7) days from the date of Notification Message. In the event that the winner fails to

reply to the Notification Message within seven (7) days from the date of Notification Message, the GA Event won will be forfeited automatically by vivo.

4. vivo reserved the rights the disqualify, cancel or withdraw any winner in the case where there is any inconsistency in the details submitted.
5. Any unclaimed Prize(s) under this campaign after 11th January 2026 will be forfeited by vivo. The winners of the unclaimed or forfeited GA Prize(s) are not entitled to any payment or compensation from vivo, notwithstanding non-receipt of the Message Notification.
6. vivo will contact the winners regarding the delivery or redemption of the GA Event. The winner is responsible to make the necessary arrangements with the designated distributor/agent (as notified by vivo) to collect or redeem his/her GA Prize(s). vivo will not bear any costs for delivery or transportation and/or any such other costs that the winner may have incurred in the course of redeeming or collect the GA Prize(s).
7. All GA Prize(s) are not covered by any warranty of vivo.
8. All GA Prize(s) are not exchangeable for cash and/or other items, and they are non-transferable.
9. All GA Prize(s) are subject to availability and vivo reserves the right to replace or substitute the GA Prize(s) with another gift of the equivalent value.

b) General

- i. The Customer(s) agrees and consents to vivo for the use of any of the Customer(s) personal data for the purpose of participation in this Campaign in accordance with the applicable Personal Data Protection laws and regulations, to the extent that any personal data provided shall only be processed and be used by vivo for a lawful purpose directly related to running of this Campaign including but not limited to the purposes events, advertising, marketing and any administrative matters to facilitate the management of this Campaign.
- ii. By providing the personal data, the Customer(s) confirms that (a) he/she agrees and consents to the collection, processing and transfer of your personal data in accordance with the applicable Personal Data Protection laws and regulations; and (b) he/she has read, understood to be bound by **vivo's Marketing Activities Privacy Statement**. The Customer(s) further agrees that vivo and/or its agent and/or its third-party service providers may contact the Customer(s) by telephone, email or such other method in connection with this Campaign. If the Customer(s) need to exercise your privacy rights and lodge a complaint about privacy protection, please contact us by visiting the vivo Privacy Center, we will reply as soon as possible.
- iii. In the event that any prizes or free gifts are being given to the Customer(s)' having provided a false or mistaken identity or information, vivo shall have the right to revoke the Customer(s)' eligibility for the said prizes or free gifts.
- iv. By participating in this Campaign, Customer(s) agree to be bound by this Terms and Conditions and vivo's decisions are final and binding. No correspondence or appeals will be entertained. vivo reserves the right to the final and ultimate interpretation of this Campaign.
- v. In accepting any prizes or free gifts, the winners agree to participate and cooperate as required in all editorial activities relating to the Campaign. The winners agree to grant vivo a perpetual and non-exclusive license to use such footage and photographs, video, biographical information and/or statements, at any time or times, in all media types worldwide for advertising, trade, publicity and promotional purposes and the winners will not to be entitled to any fee for such use.
- vi. vivo assumes no responsibility for late entries due to any reasons including, but not limited to, network transmission failure.

- vii. vivo shall not be responsible for any losses or damages directly or indirectly incurred by any party including the Customer(s) in connection or arising from acts or omissions or in any way related to this Campaign.
- viii. The Customer(s) agrees to discharge and release vivo from any liabilities and claims (including from breach of contract, tort, negligence or any other cause of actions at law or equity) arising out of or in any way connected to this Campaign or the Customer's entry in this Campaign.
- ix. The Customer(s) further agrees to discharge and release any third party which is related to and connected with this Campaign, including Facebook and other social media platform, from any liabilities and claims (including from breach of contract, tort, negligence, or any cause of actions at law or equity) arising out of or in any way connected to this Campaign.
- x. Save where it is otherwise prohibited by the applicable laws, in no event shall vivo be liable to any party including the Customer(s) for any claims relating to the Campaign and/or any activities operated by authorized online and offline stores and any service providers appointed by them, nor shall vivo be held responsible for any payment made by the Customer(s) to authorized online and offline stores and any service providers appointed by them, or for the fulfilment of the sales transaction by such parties.
- xi. Without prejudice to the foregoing and save where otherwise prohibited by law:- (1) in no event shall vivo be liable to any party including the Customer(s) for any indirect, consequential, exemplary, incidental or punitive damages, including lost profits, howsoever remote even if such losses were foreseeable or if vivo was advised of the possible of such damages; and (2) if vivo is adjudicated by a local court of competent jurisdiction to be liable for any losses or damages arising out of or is in any way connected to this Campaign and any events therein, vivo's total liability shall in no event exceed RM50.
- xii. By participating in this Campaign and any event therein, the Customer(s) agrees to indemnify and hold vivo and vivo Group of Companies, their officers, directors, shareholders, predecessors, successors in title, employees, agents and representatives harmless from any claims, losses, damages, liability, claims or expenses (including any legal fees), suffered or incurred by vivo due to or in any way arising from this Campaign.
- xiii. If Customer(s) are discovered to be using or have used improper means to participate in this Campaign and any events therein, vivo reserves the right to cancel the eligibility without notice including without hesitation, the commencement of legal proceedings under the full extent of the applicable laws.
- xiv. Where any vivo product(s) purchased during the Campaign Period is returned to vivo in accordance with its standard return policy, all free gifts received for the purchase must also be returned together with the vivo product(s).
- xv. vivo reserves the right to modify or cancel the terms and conditions at any time without further notice.
- xvi. This Campaign and the terms and conditions herein shall be governed by the laws of Malaysia.