

## FAQ

### Grab All You Can (Shopping Spree):

1	Q	How do I participate?
	A	<p>Catch Red Eagle Ong-The-Go is designated location / outlets to participate in the Red Eagle Grab-All-You-Can activity. Details are shared on Red Eagle social media post (Facebook &amp; IG)</p> <p><b>Participation Method:</b></p> <p><b>STEP 1:</b> Spend a minimum RM38 worth of any Red Eagle products in a single receipt to earn one (1) chance to join the Grab-All-You-Can shopping spree activity. Physical copy of the receipt is required to be stamped.</p> <p><b>STEP 2:</b> Engage Red Eagle Ong-The-Go crew to validation and get a <b>8 seconds</b> to do the shopping spree on the Red Eagle Ong-The-Go.</p> <p><b>STEP 3:</b> All items collected within the allotted time, provided no disqualification criteria are met, will be awarded to the participant at no charge.</p> <p><b>**BONUS</b> - Earn additional <b>+2 seconds</b> (total 10 seconds) by:</p> <ul style="list-style-type: none"><li>- Follow &amp; Like Red Eagle's Official Social Media Accounts (Instagram/Facebook/TikTok)</li><li>- Take a photo, post and tag @redeagle_yl and #RedEagleOngTheGo</li></ul> <p><b>SPECIAL MEDIA GOLD PASS BONUS:</b></p> <ul style="list-style-type: none"><li>- Join the radio engagement activity for a chance to win a GOLD PASS.</li><li>- GOLD PASS winners from the radio engagement will receive an <b>extra +2 seconds</b>.</li><li>- Complete Step 1 and all social media tasks** to earn <b>10 seconds</b>.</li><li>- Participants with a GOLD PASS can enjoy <b>a total of 12 seconds</b> on the activity.</li><li>- Special Media Pass is valid from 16/12/25 – 15/2/26.</li></ul>
2	Q	Is it only for this specific shop, or can I join at other shops?
	A	<p>Join Red Eagle Ong-The-Go at any store in Malaysia. Present a same-day receipt to take part. Physical copy of the receipt is required to be stamped.</p>
3	Q	What kinds of products are available to be grabbed?
	A	<p>Products of the house brands within Yee Lee, namely: Red Eagle, Vesawit, Vecorn, Vesoya, SunLico, NeuVida, Sabahtea, VeBistro, Red Chef, MorningKiss, Sunplus, KIZZ.</p>

4	Q	Are there any requirements to join?
	A	<p><b>Terms &amp; Conditions:</b></p> <p><b>4. Eligibility</b></p> <ul style="list-style-type: none"> <li>Participation is open to all shoppers aged 18 and above, except directors, officers, employees of the Organizer, its agencies, and companies associated with this Campaign, as well as their immediate family members.</li> <li>A minimum spends of RM38 any Red Eagle products in a single receipt is required. Each receipt is valid for only one (1) activity and must be used on the same day of purchase.</li> <li>Only original receipts from participating activation dates and locations will be accepted. Photocopies or duplicate receipts will not be considered valid.</li> </ul> <p><b>5. Participation Rules</b></p> <ul style="list-style-type: none"> <li>Each valid receipt entitles the shopper to participate in one (1) activation activity determined by the event team.</li> <li>Entries, spins, and time allowances are non-transferable and must be used by the same participant who registered.</li> <li>Participants must follow all instructions provided by the event crew for safety and fairness.</li> <li>All participants are required to complete a Google Form registration before joining any activity. The form will collect the participant's full name, contact number, email address, purchase value, and a photo of the valid receipt.</li> <li>The organiser may request to verify the participant's receipt, eligibility, and social media posting before participation or prize redemption.</li> <li>The organiser will take a photo of the participant with the collected items (with or without the participant's face) as proof of collection and activity completion.</li> <li>By participating, shoppers consent to the use of photos or videos taken on-site for internal verification, documentation, and marketing purposes.</li> <li>The organiser reserves the right to amend, cancel, or suspend the activities or Terms &amp; Conditions without prior notice.</li> <li>The organiser's decisions regarding participation, disqualification, and prize entitlement are final and binding.</li> <li>The organiser is not responsible for any injury, loss, or damage arising from participation in these activities.</li> <li>Participants will be given 8 seconds to collect items within the designated area.</li> <li>Participants may only use their hands during the activity; bags, containers, clothing including but not limited to all forms of cap, helmet, hat, jacket, hoodies and sarung, or any other assisting materials are strictly prohibited.</li> <li>All participants must be inside the designated yellow box before the timer expires. Failure to comply will result in disqualification.</li> <li>All items collected within the allotted time, provided no disqualification criteria are met, will be awarded to the participant at no charge.</li> <li>If any glass product is broken during the activity, all collected items will be forfeited.</li> </ul> <p><b>6. Bonus</b></p> <ul style="list-style-type: none"> <li>Participants can earn an additional 2 seconds by following Red Eagle's official social media pages and share a post using <b>@redeagle_yl</b> and <b>#RedEagleOngTheGo</b>.</li> <li>Participants who follow Red Eagle on social media and post using <b>@redeagle_yl</b> and <b>#RedEagleOngTheGo</b> will earn an extra 2 seconds. If a participant also wins a GOLD PASS through the radio engagement (988 FM &amp; Suria FM), they will receive an additional 2 seconds, giving a total of 12 seconds for the shopping spree.</li> </ul>

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5	Q	How many times can I participate?
	A	There is no limit on participation because it is based on the receipt.

6	Q	Do I need to buy any Red Eagle products, or just cooking oil?
	A	Any Red Eagle products are acceptable (Cooking Oil, Specialty Oil, Bihun, Sesame Oil)

7	Q	Where is the next location, and how can I find out?
	A	<p>Red Eagle Ong-The-Go locations can easily be found on Red Eagle's website and social media pages:</p> <ul style="list-style-type: none"> <li>- Website (<a href="https://redeagle.com.my/">https://redeagle.com.my/</a>)</li> <li>- Facebook (<a href="https://www.facebook.com/redeagleofficial/">https://www.facebook.com/redeagleofficial/</a>)</li> <li>- Instagram (<a href="https://www.instagram.com/redeagle_yl/">@redeagle_yl</a>)</li> </ul>

8	Q	Can I earn extra time?
	A	<p><b>Yes.</b> On top of the regular <b>8 seconds</b> upon RM38 Red Eagle purchase, these are the bonuses that can help you to earn more time:</p> <p><b>A) BONUS - Earn additional +2 seconds (total 10 seconds) by:</b></p> <ul style="list-style-type: none"> <li>- Follow &amp; Like Red Eagle's Official Social Media Accounts (Instagram/Facebook/TikTok)</li> <li>- Take a photo, post and tag @redeagle_yl and #RedEagleOngTheGo</li> </ul> <p><b>B) SPECIAL MEDIA GOLD PASS BONUS:</b></p> <ul style="list-style-type: none"> <li>- Join the radio engagement activity for a chance to win a GOLD PASS.</li> <li>- GOLD PASS winners from the radio engagement will receive an <b>extra +2 seconds</b>.</li> <li>- Complete Step 1 and all social media tasks** to earn 10 seconds.</li> <li>- Participants with a GOLD PASS can enjoy <b>a total of 12 seconds</b> on the activity.</li> <li>- Special Media Pass is valid from 16/12/25 – 15/2/26</li> </ul>

9	Q	Can someone else use my receipt?
	A	<p>It is not recommended to share your receipt with others. Each receipt will be stamped or marked during validation before you can participate in the activity. Once marked, the receipt cannot be reused. Photos, photocopies, or any duplicate receipts are not accepted.</p> <p>Entries and time allowances are non-transferable and must be used by the same participant who registered.</p>

10	Q	Do I need to show the physical product or just the receipt?
	A	Physical receipt is mandatory to participate in this activity.

11	Q	Can I choose the prize I want? Can I exchange my prize for something else?
	A	<p><b>No.</b> Participants will be given time to collect items within the designated area.</p> <ul style="list-style-type: none"> <li>- Participants may only use their hands during the activity; bags, containers, clothing including but not limited to all forms of cap, helmet, hat, jacket, hoodies and sarung, or any other assisting materials are strictly prohibited.</li> <li>- All participants must be inside the designated yellow box before the timer expires. Failure to comply will result in disqualification.</li> <li>- All items collected within the allotted time, provided no disqualification criteria are met, will be awarded to the participant at no charge.</li> <li>- If any glass product is broken during the activity, all collected items will be forfeited.</li> </ul>

12	Q	Can I buy first and use the receipt to participate other time?
	A	<p>Each receipt is valid only on the date of purchase and within the official operating hours of the Red Eagle Ong-The-Go activity.</p> <p>Operating hours varies on daily basis due to location factors. Please check the details posted on Red Eagle's website and social media pages:</p> <ul style="list-style-type: none"> <li>- <b>Website</b> (<a href="https://redeagle.com.my/">https://redeagle.com.my/</a>)</li> <li>- <b>Facebook</b> (<a href="https://www.facebook.com/redeagleofficial/">https://www.facebook.com/redeagleofficial/</a>)</li> <li>- <b>Instagram</b> (<a href="#">@redeagle_yl</a>)</li> </ul>

13	Q	Do I need to stay inside the box while grabbing items?
	A	<p><b>Yes.</b> The Grab-All-You-Can activity can only happen inside the Red Eagle Ong-The-Go. And participants needed to be inside the designated yellow box marked with "End" with the items / products on them before the timer expires. Any items / products that have fallen on the ground cannot be claimed. If any glass product is broken during the activity, all collected items / products will be forfeited.</p>

14	Q	What happens if I drop items after the time ends?
	A	<p>Only the items / products on the participants can be claimed. Any items / products that has fallen or dropped on the ground are not claimable. If any glass product is broken during the activity, all collected items / products will be forfeited.</p>

15	Q	What happens if I accidentally step out of the box?
	A	Participants needed to be inside the designated yellow box marked with “End” with the items / products on them before the timer expires.

16	Q	What are common disqualification reasons?
	A	<ul style="list-style-type: none"> <li>- Photo / Photocopies or duplicate receipts</li> <li>- Insufficient value of Red Eagle products within a single receipt</li> <li>- Receipt that is not on the same day</li> <li>- Broken items / products</li> <li>- Participants carrying bags, containers, or wearing restricted clothing</li> <li>- Participant cannot reach designated yellow box “End” within the timer expires</li> </ul>

17	Q	Are children allowed to join?
	A	<b>No.</b> Participation is open to all shoppers aged 18 and above.

18	Q	Am I allowed to bring another person / pet together to do the shopping spree?
	A	<b>No.</b> Only one (1) participant is allowed to participate the activity at one time.

19	Q	How long is the grabbing time?
	A	<p>The regular time is set at <b>8 seconds</b> upon RM38 Red Eagle purchase. These are the bonuses that can help you to earn more time:</p> <p><b>C) BONUS - Earn additional +2 seconds (total 10 seconds) by:</b></p> <ul style="list-style-type: none"> <li>- Follow &amp; Like Red Eagle's Official Social Media Accounts (Instagram/Facebook/TikTok)</li> <li>- Take a photo, post and tag @redeagle_yl and #RedEagleOngTheGo</li> </ul> <p><b>D) SPECIAL MEDIA GOLD PASS BONUS:</b></p> <ul style="list-style-type: none"> <li>- Join the radio engagement activity for a chance to win a GOLD PASS.</li> <li>- GOLD PASS winners from the radio engagement will receive an <b>extra +2 seconds</b>.</li> <li>- Complete Step 1 and all social media tasks** to earn 10 seconds.</li> <li>- Participants with a GOLD PASS can enjoy <b>a total of 12 seconds</b> on the activity.</li> <li>- Special Media Pass is valid from 16/12/25 – 15/2/26</li> </ul>

20	Q	What are prices for Red Eagle products?
	A	Prices in the stores may vary. This is the RSP guide for Red Eagle products:

		<b>West Malaysia</b> <ul style="list-style-type: none"> <li>- Red Eagle Cooking Oil 500G: RM 4.95</li> <li>- Red Eagle Cooking Oil 1KG: RM 8.28</li> <li>- Red Eagle Cooking Oil 2KG: RM 16.20</li> <li>- Red Eagle Cooking Oil 3KG: RM 23.17</li> <li>- Red Eagle Cooking Oil 5KG: RM 36.92</li> <li>- Red Eagle Fried Onion Oil 200G: RM 14.90</li> <li>- Red Eagle Fried Garlic Oil 200G: RM 14.90</li> <li>- Red Eagle Mala Fried Garlic Oil 200G: RM 16.90</li> </ul>	<ul style="list-style-type: none"> <li>- Red Eagle Bihun 500G: RM 8.90</li> <li>- Red Eagle Sesame Oil 140G: RM 7.90</li> <li>- Red Eagle Sesame Oil 330G: RM 14.50</li> <li>- Red Eagle Sesame Oil 640G: RM 24.50</li> </ul>
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