

Terms & Conditions for “Snap, Tag & Stand a Chance to Win 1 Year’s Supply of Pepper Rice” Campaign

The “*Snap, Tag & Stand a Chance to Win 1 Year’s Supply of Pepper Rice!*” (“**Campaign**”) and the associated prizes (“**Prize**”, collectively “**Prizes**”) are governed by these Terms and Conditions. By participating in this Campaign, each participant (“**Participant**”, collectively the “**Participants**”) acknowledges and agrees to be bound by these Terms and Conditions.

All decisions made by Hot Palette (Asia Pacific) Pte. Ltd. (“**Hot Palette**”) regarding the Campaign, including but not limited to eligibility, winner selection and Prize distribution shall be final, conclusive and binding. No appeal, correspondence or further claims will be entertained.

(A) Campaign Summary

1. The “*Snap, Tag & Stand a Chance to Win 1 Year’s Supply of Pepper Rice!*” Campaign allows Participants to enter by posting creative photographs or videos taken at participating Pepper Lunch Restaurant outlets. Eligible entries will stand a chance to win weekly prizes and a Grand Prize consisting of one (1) Year’s supply of Pepper Rice (strictly limited to fifty-two (52) Ala-Carte servings only) [see details below].
2. The Campaign will run from 18 November 2025 to 5 January 2026, both dates inclusive (“**Campaign Period**”). Entries shall close on 5 January 2026, 11.59pm (Singapore Time, GMT +8), after which no further submissions will be accepted.

(B) How to Participate

1. To participate and qualify for the Campaign, Participants shall:
 - (a) Dine-in at any participating Pepper Lunch Restaurant outlets during the Campaign Period;
 - (b) Scan the Campaign QR Code located in-store and capture a creative photograph or video clearly featuring the 3D Peppie mascot together with Pepper Lunch dish;
 - (c) Upload the photograph or video to Participant’s social media platform – Instagram, TikTok, or Facebook (account must be set to public at the time of entry and remain public until 30 days after the Campaign ends for verification), tag @pepperlunchsg together with the hashtags #PepperLunchSG and #PeppieMyBuddy; and (collectively, “**Requirements**”)
2. Entries must not contain offensive, defamatory or infringing material. Hot Palette reserves the right to disqualify such entries.

3. Each Participant may submit multiple entries, but each entry must be unique. For example, entries may feature different food items or be taken from different angles.
4. Submissions that are incomplete, illegible, or fail to meet the Requirements set out above shall be deemed disqualified.

(C) The Prizes

1. A total of seven (7) weekly prizes will be awarded during the Campaign Period, with one (1) weekly winner selected each week. Each weekly winner will receive one (1) **SG\$50 Pepper Lunch Restaurant Dining Voucher** for the most creative photography or video entry. The said voucher shall be valid until 30 April 2026, and cannot be used on the eve of Chinese New Year, Chinese New Year or any Public Holiday. Lost or damaged vouchers will not be replaced.
2. One (1) Grand Prize winner will receive **one (1) year's supply of Pepper Rice** (strictly limited to fifty-two (52) Ala-Carte servings only) ("**Grand Prize**") awarded in the form of a stamp card. The stamp card shall be valid for a period of twelve (12) months from the date of issue. Lost or damaged stamp cards will not be replaced.
3. Prizes are subject to availability and valid for redemption only within Singapore. Hot Palette reserves the right, at its sole discretion and without prior notice, to substitute any Prize with another of equivalent or similar value.
4. All Prizes are strictly non-transferable, non-exchangeable, non-refundable and not redeemable for cash.

(D) Winner Selection

1. Winners will be selected by Hot Palette, at its sole and absolute discretion, based on the creativity, originality and relevance of the submitted entry to the Campaign theme. Evaluation criteria may include, but are not limited to unique concept, fun angle, storytelling, humour or eye-catching presentation.
2. One (1) weekly winner shall be chosen each week during the Campaign Period. Weekly winners will be announced according to the schedule below and notified via direct message through Pepper Lunch's official social media accounts (Facebook, Instagram, TikTok):

Week	Winner Announcement Date
1 st week	24 th November 2025
2 nd week	1 st December 2025
3 rd week	8 th December 2025

4 th week	15 th December 2025
5 th week	22 nd December 2025
6 th week	29 th December 2025
7 th week	6 th January 2026

3. The Grand Prize winner shall be selected from among all weekly winners following the conclusion of the Campaign Period (18 November 2025 to 5 January 2026). The Grand Prize winner will be announced on 16 January 2026 and notified via direct message through Pepper Lunch's official social media accounts (Facebook, Instagram, TikTok). Hot Palette will also provide the Grand Prize winner with prize collection details through the same official channels.
4. Winners must respond within three (3) working days of notification to confirm acceptance of the Prize ("**Confirmation**"); otherwise, the Prize will be forfeited and Hot Palette reserves the right to select an alternate winner at its sole discretion.
5. Hot Palette shall not be liable for any failure to deliver notifications due to incorrect contact details, privacy settings or technical issues, including but not limited to failures beyond Hot Palette's control.
6. The decision of Hot Palette regarding the winners is final, binding and conclusive. No appeal, correspondence or further claims will be entertained.

(E) Prize Collection

1. All Prizes must be collected in person at the office of Hot Palette, located at 1 Coleman Street #10-09, The Adelphi, Singapore 179803, during office hours – Monday to Friday, 10:00AM-12:00PM or 2:00PM-5:00PM (Singapore Time, GMT +8), excluding weekends and public holidays).
2. Winners must present the following documents for verification during Prize collection:-
 - (a) Proof of winning notification from the official Pepper Lunch social media account;
 - (b) Valid photo identification (physical NRIC or Singpass, with the last four (4) digits recorded for verification purposes); and
 - (c) The social media handle used to participate in the Campaign.
3. In the event a representative is appointed to collect the Prize on behalf of the winner, a written authorisation must be provided. The authorisation shall include the last four digits of both the winner's and the representative's NRIC.
4. The Prize must be collected with seven (7) working days following Confirmation.

5. Failure to collect the Prize within the specified timeframe will result in forfeiture of the Prize which will not be reinstated. Hot Palette reserves the right to select an alternate winner at its sole discretion.
6. All decisions made by Hot Palette in relation to Prize collection are final, binding and conclusive. No appeal, correspondence or further claims will be entertained.

Grand Prize Redemption – 1 Year’s Supply of Pepper Rice (Strictly Limited to 52 Ala-Carte Servings)

1. The Grand Prize winner will be awarded a stamp card entitling them to redeem a maximum of fifty-two (52) servings of Ala-Carte Pepper Rice in total, regardless of redemption frequency. This is equivalent to one (1) serving per week for a year, which is the full extent of the Grand Prize. No additional servings will be provided under any circumstances.
2. Each redemption of one (1) Ala-Carte Pepper Rice shall be represented by one (1) valid stamp, which must be obtained from the cashier at the time of dine-in order.
3. Multiple redemptions are permitted in a single visit, subject to the total limit of fifty-two (52) Ala-Carte servings.
4. Redemptions are valid for dine-in only at any Pepper Lunch Restaurant located in Singapore. Redemptions are strictly NOT applicable for kiosk orders, mobile app, web orders, delivery platforms or takeaway.
5. Only the following four (4) Ala-Carte menu items are eligible for redemption under the Grand Prize:
 - Beef Pepper Rice
 - Chicken Pepper Rice
 - Salmon Pepper Rice
 - Broccoli & Mushroom Pepper Rice

(collectively, “**Pepper Rice**”)

Upgrades (to Jumbo size) and add-ons (drinks, side dishes, set meals) are permitted at the winner’s expense. Substitution with other menu items is strictly prohibited.

6. The original stamp card must be presented prior to ordering. Photocopies, digital reproductions or altered versions will not be accepted.
7. Lost, stolen, or damaged stamp cards will not be replaced under any circumstances. Hot Palette shall not be liable for any lost, stolen or damaged stamp cards.
8. The stamp card shall be valid for twelve (12) months from the date of issue. Any unused stamp slots shall automatically expire thereafter and will not be carried

forward, refunded or exchanged for cash or other benefits. Partial usage of the stamp card does not entitle the winner to any compensation, refund or extension of validity.

9. This promotion cannot be used in conjunction with other discounts, vouchers or promotional offers.
10. Hot Palette reserves the right, at its sole and absolute discretion, to amend, vary or modify the redemption terms at any time without prior notice.

(F) Other Conditions

1. **Eligibility.** Employees of Hot Palette, its associated sponsor(s) and their immediate family members are not eligible to participate in the Campaign.
2. **Official Communications and Disqualification.** All official communications regarding the Campaign shall be disseminated exclusively through Pepper Lunch's official social media accounts (Facebook, Instagram, TikTok). Hot Palette reserves the absolute right to disqualify any Participant without any prior notice if the Participant is found to have (i) engaged in monetisation of their entry; (ii) submitted fraudulent, misleading or infringing content; or (iii) involved in any illegal, unethical or disruptive conduct in connection with the Campaign or its promotional activities.
3. **Promotional Content Disclaimer.** Hot Palette may engage media partners and Key Opinion Leaders ("KOLs") to promote the Campaign. Any promotional content created or shared by such parties are intended solely for marketing purposes and shall not be construed as representation, warranty or guarantee of the Campaign terms or Prize conditions. Participants are advised to refer exclusively to the official Terms and Conditions published by Hot Palette for accurate and binding information. Hot Palette shall not be liable for any statements, representations or actions by such parties.
4. **Intellectual Property Rights.** By participating in the Campaign, each Participant grants Hot Palette a non-exclusive, royalty-free, worldwide, perpetual, irrevocable license to use, reproduce, modify, adapt, publish and display submitted content (including photographs, videos, captions and usernames) for promotional, marketing and advertising purposes in any media format, without further compensation or notice. Participants warrant that their submissions do not infringe any third-party rights and agree to indemnify and hold Hot Palette harmless against any and all claims arising from such use.
5. **Technical Issues Disclaimer.** Hot Palette shall not be responsible for any delays, errors or any other issues arising from technical malfunctions related to the Campaign. This includes but is not limited to the failures or breakdowns of any online systems, servers, service providers, computer equipment, software, email systems or telecommunication networks, as

well as traffic congestion on the Internet or any website. Hot Palette shall also not be liable for any injury or damage to any person's computer or mobile device resulting from participation in or downloading materials related to the Campaign.

6. **Force Majeure.** Hot Palette shall not be liable for any failure or delay in performing its obligations under the Campaign due to events beyond its reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, civil unrest, public health emergencies or government restrictions. In such cases, Hot Palette reserves the right to cancel, suspend or modify the Campaign without prior notice and shall not be liable for any compensation or damages in such cases.
7. **Limitation of Liability and Indemnity.** To the maximum extent permitted by law: (i) In no event shall Hot Palette, its affiliates, subsidiaries, related companies, advertising or promotion agencies or any of their respective officers, directors, employees, members, shareholders, attorneys, representatives and agents (collectively, "**Affiliates**") be responsible or liable for any damages or losses of any kind, whether in contract, tort or otherwise, including but not limited to direct, indirect, incidental, consequential, special or punitive damages arising out of or in connection with the acceptance or use of any Prize, participation in the Campaign or any related activity. (ii) By entering the Campaign, Participants hereby release and agree to indemnify and hold harmless Hot Palette and its Affiliates from any and all demands, claims, causes of action, losses, damages, costs and expenses whatsoever arising in whole or in part, directly or indirectly, from participation in the Campaign or acceptance/use of any Prize. (iii) Each Participant further agrees to indemnify and hold Hot Palette harmless from and against any and all claims, damages, liabilities, costs and expenses (including legal costs on an indemnity basis) arising from any breach of these Terms and Conditions or any act or omission by the Participant in connection with the Campaign. (iv) For the avoidance of doubt, nothing in these Terms and Conditions shall limit any party's liability for death or personal injury caused by such party's negligence or any liability that cannot be excluded under the laws of Singapore.
8. **No Warranties on Prizes.** Hot Palette and its Affiliates make no warranties, express or implied, including but not limited to, warranties of merchantability or fitness for a particular purpose with respect to any Prize. Hot Palette and its Affiliates shall not be liable for any defects or malfunctions in the Prizes, and all risks associated with the use of the Prizes shall be borne solely by the winners.
9. **Personal Data.** Personal data (including images) ("**Personal Data**") collected or received from Participants may be used by Hot Palette, and/or its authorised agents and agencies for the purposes of administering the Campaign, verifying identity and eligibility, announcement (post on Hot

Palette's official social media account) and fulfilling Prize delivery. Hot Palette values all Personal Data received and shall not disclose such information to any unrelated third parties (save for its respective agents and agencies for the purposes of the Campaign or where required by law). For more information, please refer to Hot Palette's privacy policy at <https://www.hotpalette-apac.com/privacy-policy/>.

10. **Amendments and Interpretation.** Hot Palette reserves the right, at its sole and absolute discretion, to amend, add, replace, vary or modify these Terms and Conditions at any time without prior notice. Participation in the Campaign constitutes acceptance of these Terms and Conditions and any subsequent amendments, additions, replacements, variations and modifications hereto, which shall be final, binding and conclusive in all respects. In case of ambiguity, Hot Palette's interpretation shall prevail.
11. **Severability.** If any provision of these Terms and Conditions is held to be invalid, illegal or unenforceable under applicable law, such provision shall be deemed modified to the extent necessary to make it enforceable and the remaining provisions shall remain in full force and effect.
12. **Governing Law and Jurisdiction.** This Campaign and these Terms and Conditions shall be governed by and construed in accordance with the laws of Singapore. Any disputes shall be submitted to the exclusive jurisdiction of the courts of Singapore.
13. **Dispute Resolution.** In the event of any dispute arising from the Campaign or relating to the interpretation of these Terms and Conditions, the decision of Hot Palette shall be final, binding and conclusive. No appeal, correspondence or further claims will be entertained.
14. **No Relationship Created.** Participation in the Campaign shall not be construed as creating any partnership, joint venture, agency or employment relationship between Hot Palette and any Participant.