

NANOBLOCK IN-STORE SALE FAQ

About the Collector's Kit

1. Are all designs included in the Collector's Kit?

The Collector's Kit comprises all designs apart from the McCafé® nano design, which is exclusively available at McCafé® outlets.

Each set includes the following: Fries, Cold Cup, Apple Pie, McFlurry, Big Mac, and a Restaurant Model. The Restaurant Model will not be sold separately in restaurants, and is exclusively available in the Collector's Kit.

2. How much does the Collector's Kit cost?

Each Collector's Kit is \$29.00 with purchase of an Extra Value Meal™.

3. When will the Collector's Kit be launched?

The sets will be available from 11am on 22 February over the counter in all but the following restaurants: KKH, Tampines Interchange Kiosk, and LIDO.

4. Where will the Collector's Kits be available?

The Collector's Kit will be available in all but the following restaurants: KKH, Tampines Interchange Kiosk, and LIDO. They will also not be available via McDelivery®, Self-Ordering Kiosks, and Drive-Thrus. The Collector's Kits will be sold while stocks last.

5. Will the Collector's Kits be sold online?

The sets will only be available in restaurants.

6. Why does the Collector's Kit cost so much when each design only costs \$4.00?

Each Collector's Kit also includes the exclusive, limited edition Restaurant Model which cannot be bought individually. In addition to this, all designs in the Collector's Kit are packaged in a collector's box.

7. Is there a limit to how many kits one can offer to buy?

Each customer may purchase one collector's kit for each Extra Value Meal™ purchased, limited to a maximum of 2 sets per store visit. Each collector's kit is available at \$29.00, excluding the cost of the Extra Value Meal™.

Sale of Individual Designs

1. How much is each collectible?

Each collectible is \$4.00 with any McDonald's purchase

2. What is the launch sequence of the different designs?

Starting 29 February 2016, one collectible will be launched every Monday at 11am:

- Week 1 (29 Feb – 6 Mar): French Fries

- Week 2 (7 Mar – 13 Mar): Cold Cup
- Week 3 (14 Mar – 20 Mar): Apple Pie
- Week 4 (21 Mar – 27 Mar): McFlurry
- Week 5 (28 Mar – 3 Apr): Big Mac
- 29 Feb – 3 Apr: McCafé® Nano (Exclusively available at McCafé® outlets)

3. Can I purchase individual designs at all restaurants?

Individual designs will be available via McDelivery and in all but the following restaurants: KKH, Tampines Interchange Kiosk. They will not be available via Self-Ordering Kiosks and Drive-Thrus, and will be sold while stocks last.

General Questions

1. Why are the NanoBlocks pre-assembled?

All McDonald's NanoBlock collectibles come assembled and cannot be taken apart for child safety reasons.

2. Why can't the collectibles be purchased via Drive-Thru?

The collectibles are not available via Drive-Thru to ensure smooth traffic flow

3. Can the NanoBlock collectibles be purchased at McDonald's head office?

No. Collector's Kits and individual designs are available only over the counters in restaurants, for customers who dine-in or take away.

4. Which restaurants still have stock of the Collector's Kit/ Collectibles? Do you have an online tracker?

As the situation is extremely fluid, we are unable to obtain real-time information and advice customers on the stock levels of the collectibles in our restaurants.

However, you may call the restaurant you intend to visit beforehand to check if they still have the Collector's Kit/ design you are looking for. As with all other promotional collectibles, please note that these are sold on a first-come, first-served basis, while stocks last.

5. Can I reserve a particular design/ Collector's Kit?

We are unable to reserve the collectibles as they are sold on a first-come, first-served basis, while stocks last.

6. Is there a limit to how many collectibles one can offer to buy?

Each customer may purchase one collectible with each McDonald's purchase, limited to a maximum of 4 collectibles per store visit, except for the McCafé collectible. Each customer may purchase one McCafé collectible with each McCafé set meal purchase, limited to a maximum of 4 collectibles per store visit. Each collectible is available at \$4.00, excluding the cost of the McDonald's item purchased.

7. Why did McDonald's limit the number of Collector's Kits/ collectibles a customer can purchase?

The limit is in place so that as many customers as possible can purchase the available collectibles. The limits are also put in place to discourage people from buying in bulk for resale. This policy was implemented after taking into account feedback from our restaurants and customers.

8. The collectibles sold out so quickly! Will you be bringing in more stocks of the collectibles?

Currently, there are no plans to bring in more stock for designs that have sold out. There is a limited quantity available for each collectible design so we seek your understanding that NanoBlock Collectibles are available while stocks last.

9. My Collector's Kit/ collectible is damaged. Can I exchange this for a new one?

Do reach out to our customer care team to follow up on this.

10. I would like to exchange my collectible for a different design. Is that possible?

We seek your understanding that we are not able to trade or exchange collectibles to make it fair for all customers.

11. Can I buy a collectible/ the Collector's Kit with a purchase of a Happy Meal?

Yes, you may purchase the collectible with a purchase of a Happy Meal.

12. I purchased from McDonald's® yesterday but the store I visited had run out of Collector's Kits/ the design I wanted to buy. Can I use my receipt to buy it at another store or on another day?

You can only purchase the collectibles at the same time as your McDonald's purchase. As such, if you made a purchase without purchasing a NanoBlock collectible, you will not be able to use the same receipt to purchase a collectible - whether at the same store on a different time or date, or at a different store.

13. I want to buy the NanoBlock collectibles/ Collector's Kit without a food purchase. Is that possible?

The Collector's Kits/ NanoBlock Collectibles are not sold separately from McDonald's food items. However, you can donate your food items. To do so, simply inform our counter crew that you'd like to donate your food purchase, when you are placing your order. The purchased item will be donated to The Food Bank Singapore Ltd in the form of food vouchers.