

# MR.DIY 20th Anniversary Concert

## FAQ

### **SECTION 1: PARTICIPATION**

#### **1. What is the MR.DIY 20th Anniversary Concert?**

The concert is a special celebration to thank our loyal customers for supporting MR.DIY over the past 20 years. Expect live music, celebrity performances, fireworks, and more!

#### **2. When and where is the concert?**

Date: 11th July 2025

Venue: Stadium Merdeka, Kuala Lumpur

Time: 5:30 PM to 11:30 PM

#### **3. How can I attend the concert?**

Batch 2 - Secure your spot by spending RM40 in a single receipt at any MR.DIY physical store on 14 & 15 June 2025. Then, simply scan the QR code on the concert poster at any MR.DIY physical store to submit your receipt with details or visit our RSVP page here: <https://mrdiy.co/RSVPCB2>.

Limited to 2,540 eligible transactions on a first-come, first-served basis — capped at 1,270 redemptions per day on 14 & 15 June!

#### **4. If my receipt is dated 14 June but submitted on 15 June, would that still be valid?**

A 14 June receipt submitted on 15 June would still be accepted. Eligibility will be based on the submission time and date — the first 1,270 eligible submissions received on each day will be selected.

#### **5. Where can I RSVP?**

Visit our RSVP page here: <https://mrdiy.co/RSVPCB2> or simply scan the QR code on the concert poster at any MR.DIY physical store to submit your entry. Fill in your details and upload your valid receipt.

#### **6. I don't have my guest's email and contact number at the moment. Can I provide my own details on their behalf and share the confirmation with them later?**

Yes, you may submit your own email and contact number on behalf of your guest and forward the confirmation to them later.

#### **7. How many tickets can I get?**

Each valid receipt qualifies you for two (2) concert tickets, one for the participant and one for a guest.

Please note that each participant is eligible to redeem only once throughout the campaign.

#### **8. Who is eligible to attend?**

- Open to the public.
- Attendees must be 16 years old and above.
- MR.DIY employees are not eligible through this channel.

**9. How will I know if my RSVP is successful?**

A confirmation email or WhatsApp message will be sent to you within 14 working days after 15 June 2025.

**10. Can I update my RSVP details after submission?**

No changes are allowed after submission.

**11. Do I need to bring anything on event day?**

Yes, please bring your:

- Entry QR Code (from confirmation email or WhatsApp)
- NRIC

**12. Is seating assigned?**

The event will have free seating within designated zones, on a first-come, first-served basis. Early arrival is recommended.

**13. Can I bring my children?**

Only children aged 16 and above are allowed to attend for safety reasons.

**14. Will food and drinks be provided?**

Yes! You may redeem the 2 complementary food or drinks during the event. You may also purchase more food and drinks if you would like to try more!

**15. What if it rains?**

The event will take place regardless of the weather, with safety measures in place. Raincoats will be provided.

**16. Is there a required dress code for the event?**

We recommend smart casual attire to keep things comfortable yet presentable for the celebration.

**17. What should I do if I lose my invitation?**

Don't worry, we can resend your confirmation email. Please email [enquiry@mrdiy2u.com](mailto:enquiry@mrdiy2u.com) to request it. On the event day, you can also visit the helpdesk at Stadium Merdeka for any QR code-related issues.

**SECTION 2: CONCERT TICKET**

**18. Will I only receive one email with one QR code under my name, even if I plan to bring a guest?**

- Customers will receive one email for the QR code to each email registered during RSVP. One QR code entitled for one pax to enter the event.
- Customers are advised to check on each email registered during the RSVP.

*Scenario:*

1. *Customer fill up their own email and a different email for the guest during RSVP. The customer will receive one QR code in his/her email and the second QR code will be sent to the second email provided.*
2. *Customer fill up the same email address in both their own and guest's RSVP, customer will receive TWO (2) separate emails/tickets (in one email) for TWO (2) QR codes.*

**19. Is the ticket transferable if I can't attend? Or is the ticket strictly tied to the original name and email provided?**

Customers may forward their unique QR code to another person, provided the person is aged 16 or above (as per the entry requirement).

Each QR code is valid for one-time entry only and admits one individual.

**20. Is it possible to send both QR codes (for main attendee and guest) to the same email if only one email was submitted during RSVP?**

The guest's QR code will be sent following the emails provided. Kindly refer to the scenario in question 18.

**21. If I did not fill in guest details during registration, am I still eligible for two tickets?**

Customer will only receive one ticket/QR code if he/she fills up the RSVP with no guest.

**22. I only received one ticket instead of two, how can I retrieve the second ticket?**

Customer may check on their email Spam or Junk folder. Otherwise, the email/ticket may be sent to the second email provided.

**23. On concert day, how long will registration remain open? Will it still be available after 5:30PM?**

Registration starts from 5:30pm onwards. Customers are encouraged to arrive early and be seated before the concert starts at 9:00PM.

**24. Where do I go for registration upon arrival?**

Kindly proceed to the 'ALL ZONE' counter for registration.

**25. Is re-entry allowed after exiting the concert venue?**

Yes

**26. Who can I contact for help?**

For assistance, please email [enquiry@mrdiy2u.com](mailto:enquiry@mrdiy2u.com) or call 03-8961 1338.