

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 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 or call 03-8961 1338.

SECTION 3: LUCKY DRAW

27. Who can join the lucky draw?

All attendees of the MR.DIY 20th Anniversary Concert on 11 July 2025 at Stadium Merdeka, Kuala Lumpur are eligible.

28. How many prizes can I win?

Each attendee can win only one (1) prize.

29. How will winners be selected and announced?

The emcee will announce the start of the lucky draw session. Winners will be acknowledged immediately upon presenting the winning ticket at the announced location near the stage.

30. Do I need to be present to win?

Yes. Winners must be present when their number is called to claim the prize. If not, the prize may be forfeited and another winner may be selected.

31. Where and when do I collect my prize?

Winners must collect their prize near the stage at the announced location, immediately after being selected. Unclaimed prizes after 30 minutes will be forfeited.

32. Are there any Terms & Conditions for this lucky draw?

Yes, you can view the full Terms & Conditions at mrdiy.com/concert2025