Frequently Asked Questions

- **How old do I need to be to enter?** This promotion is only open to people aged 18 years or older.
- **How do I enter the promotion?** Buy an *Energizer*® product (batteries, battery chargers, or flashlights) during the promotion period. Scan the QR code or go to energizerpromo.com and enter the pack's barcode (on the reverse of the product packaging) alongside your details. You will then receive an email or SMS asking you to verify your email address. Once you have been verified you will receive a second email confirming your entry.
- **Can I enter the promotion if I order *Energizer*® batteries online?** Yes, you can. When you receive your pack of *Energizer*® batteries, you will then be able to go to energizerpromo.com and enter the pack's barcode (on the reverse of the product packaging) alongside your details. You will then receive an email or SMS asking you to verify your email address. Once you have been verified you will receive a second email confirming your entry.
- **How long does this promotion last?** Please refer to the **campaign terms** for both the promotion and redemption periods. Once the promotion has ended you will not be able to enter the promotion.
- **Which *Energizer*® products are included in this promotion?** All *Energizer*® batteries, battery chargers, and flashlights. **See campaign terms.**
- **Where can I find my barcode?** The barcode is printed at the back of *Energizer*® batteries, flashlights, or battery chargers pack.
- **What happens if my barcode doesn't work?** If the barcode does not work on the website, try re-entering it to make sure it is entered correctly. If you are still having problems, please contact Energizer customer services at support@enter.energizerpromo.com.
- **Can I use a barcode more than once?** You can only enter the promotion once per each Energizer product purchased.
- **I've input my details, but I haven't received an email.** Please check all details have been entered into the correct fields and check your junk mail for the confirmation email. If you are still unable to enter, contact Energizer consumer services at support@enter.energizerpromo.com, who will be able to assist you further.

- **I am experiencing issues with the Energizer promotional website, what do I do?** Please try rebooting your device and refreshing the page. If you are still experiencing issues, please contact Energizer customer services on support@enter.energizerpromo.com.
- **How do I know if I'm a winner?** A winner email will be sent to the email address you used to enter the Prize Draw. Please check your spam/junk folder.
- **Can't find the answer you are looking for?** Please contact Energizer customer services at support@enter.energizerpromo.com

Themed Holidays:

- **What happens if I win a themed holiday?** You will be contacted by a winner management agency Element (using the details you provided on entry to the campaign), who will be able to answer any questions and begin booking your holiday.
- **What does the holiday prize include?** Please refer to the **campaign terms** for the details.