

General questions - applicable to all mechanics:

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?** Purchase any eligible *Energizer*® batteries, battery chargers or flashlights during the promotion period. (Purchases of licensed *Energizer*® products are not eligible for entry. These include automotive/marine batteries, USB chargers and power banks.) 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 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 as long as batteries are bought from Official Lazada & Shopee Energizer Flagship stores. 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 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 enrsupport@elitez.asia.
- **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 enrsupport@elitez.asia, 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 enrsupport@elitez.asia.
- **How do I know if I'm a winner?** A winner email will be sent to the email you used to enter the Prize Draw. You will also receive an email notifying you if you have not won. Please check your spam/junk folder.
- **Can't find the answer you are looking for?** Please contact Energizer customer services at enrsupport@elitez.asia

Physical Prizes:

- **My postal address isn't being recognized.** Please contact Energizer consumer services at enrsupport@elitez.asia for assistance.
- **How will I receive my Hasbro prize?** You will be contacted by a winner management agency who will inform you on the prize collection details.
- **How many Hasbro prizes can I win?** Only one Hasbro prize is allowed per person, per prize draw. Please refer to the **campaign terms** for further details.
- **Can I choose which Hasbro prize I could win?** No, the specific prize that winners receive will be drawn at random.
- **How long will it take for winners' prizes to be delivered?** Please refer to the **campaign terms** for delivery times.
- **I am a winner, and my prize has not arrived within the delivery timeframe specified.** Contact Energizer consumer services at enrsupport@elitez.asia for further assistance.
- **My prize arrived faulty/damaged** Please contact enrsupport@elitez.asia and share images depicting the damage or fault where possible.

Themed Holidays:

- **What happens if I win a themed holiday?** You will be contacted by a winner management agency (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.