

## **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. Go to [energizerpromo.com](https://energizerpromo.com) and enter the pack's barcode (on the reverse of the product packaging) alongside your details (first name, surname, email address, mobile number and postal address) and upload your receipt as proof of purchase if required. You will then receive an email asking you to verify your email address and provide SMS verification. Once verified, you will receive a second email to confirm delivery if you have successfully redeemed your gift.

### **Can I claim my gift if I order *Energizer*® batteries online?**

Yes, you can. After receiving your pack of *Energizer*® batteries, follow the same steps as above to verify your email and enter the promotion.

### **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 redeem your gift.

### **Which *Energizer*® products are included in this promotion?**

All *Energizer*® batteries, battery chargers, and flashlights. [See campaign terms.](#)

### **Can I enter the promotion more than once?**

You can only enter the promotion once per each Energizer product purchased.

### **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@z2.energizerpromo.com](mailto:support@z2.energizerpromo.com).

### **Can I use a barcode more than once?**

If you are successful in redeeming one of the available gifts, you cannot use the barcode again. You are unable to enter a barcode if all gifts have been redeemed.

### **Why can't I submit my entry?**

If you are unable to submit your barcode to enter the promotion, the daily limit of gifts available has been reached. Please try again the following day.

### **I've input my barcode and 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@z2.energizerpromo.com](mailto:support@z2.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@z2.energizerpromo.com](mailto:support@z2.energizerpromo.com)

### **My postal address isn't being recognized.**

Contact Energizer consumer services at [support@z2.energizerpromo.com](mailto:support@z2.energizerpromo.com) for assistance.

### **What are the Funko Pop! gifts?**

The Funko Pop! gifts are collectible figures from the Zootropolis 2 movie. The approximate retail value of each prize is £13.

### **How will I receive my Funko Pop! gift?**

Gifts will be delivered via postal service to the winner's confirmed address, or you will receive a digital confirmation with instructions for collection/delivery.

### **How many Funko Pop! gifts can I claim?**

Only one Funko Pop! gift is allowed per person, please refer to the [campaign full terms](#) for further detail.

### **Can I choose which Funko Pop! Zootropolis 2 character I receive?**

No, unfortunately it is not possible to choose which Zootropolis 2 character you will receive, the figures will be sent at random.

### **How long will it take for my gift to be delivered?**

Please refer to the [campaign terms](#) for delivery timings.

### **My gift has not arrived within the delivery timeframe specified in the terms and conditions?**

Please contact Energizer customer services at [support@z2.energizerpromo.com](mailto:support@z2.energizerpromo.com) for further assistance.

**My gift arrived faulty/damaged, what do I do?**

Please contact Energizer customer services at [support@z2.energizerpromo.com](mailto:support@z2.energizerpromo.com) and share images depicting the damage or fault where possible.

**Can't find the answer you are looking for?**

Please contact Energizer customer services at [support@z2.energizerpromo.com](mailto:support@z2.energizerpromo.com)