

## Q1FY26 Peak Season Promo FAQ Cluster 2

<b>Question</b>	<b>How old do I need to be to enter?</b>
<b>Answer</b>	This promotion is only open to people aged 18 years or older.
<b>Question</b>	<b>How do I enter the promotion?</b>
<b>Answer</b>	Buy an <i>Energizer</i> ® product (batteries, battery chargers or flashlights) during the promotion period. 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.
<b>Question</b>	<b>Can I enter the promotion if I order <i>Energizer</i>® batteries online?</b>
<b>Answer</b>	Yes, you can. When you receive your pack of <i>Energizer</i> ® 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.
<b>Question</b>	<b>How long does this promotion last?</b>
<b>Answer</b>	Please refer to the <u><a href="#">campaign terms</a></u> for both the promotion and redemption periods. Once the promotion has ended you will not be able to enter the promotion.
<b>Question</b>	<b>Which <i>Energizer</i>® products are included in this promotion?</b>
<b>Answer</b>	All <i>Energizer</i> ® batteries, battery chargers and flashlights. See <u><a href="#">campaign terms</a></u> .
<b>Question</b>	<b>Where can I find my barcode?</b>
<b>Answer</b>	The barcode is printed at the back of <i>Energizer</i> ® batteries, flashlights or battery chargers pack.
<b>Question</b>	<b>What happens if my barcode doesn't work?</b>
<b>Answer</b>	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 <u><a href="mailto:energizer@redklein.com">energizer@redklein.com</a></u>
<b>Question</b>	<b>Can I use a barcode more than once?</b>
<b>Answer</b>	You can only enter the promotion once per each Energizer product purchased.
<b>Question</b>	<b>I've input my barcode, first name, surname &amp; email address, but I haven't received an email.</b>
<b>Answer</b>	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 <u><a href="mailto:energizer@redklein.com">energizer@redklein.com</a></u> who will be able to assist you further.
<b>Question</b>	<b>I am experiencing issues with the Energizer promotional website, what do I do?</b>
<b>Answer</b>	Please try rebooting your device and refreshing the page. If you are still experiencing issues, please contact Energizer customer services on <u><a href="mailto:energizer@redklein.com">energizer@redklein.com</a></u>
<b>Question</b>	<b>My postal address isn't being recognized.</b>

<b>Answer</b>	Contact Energizer consumer services at <a href="mailto:energizer@redklein.com">energizer@redklein.com</a> for assistance.
<b>Question</b>	<b>Can't find the answer you are looking for?</b>
<b>Answer</b>	Please contact Energizer customer services at <a href="mailto:energizer@redklein.com">energizer@redklein.com</a>

<b>Question</b>	<b>What happens if I win a themed holiday?</b>
<b>Answer</b>	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.