

Q1FY26 Peak Season Promo FAQ Cluster 2

Question	How old do I need to be to enter?
Answer	This promotion is only open to people aged 18 years or older.
Question	How do I enter the promotion?
Answer	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.
Question	Can I enter the promotion if I order <i>Energizer</i>® batteries online?
Answer	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.
Question	How long does this promotion last?
Answer	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.
Question	Which <i>Energizer</i>® products are included in this promotion?
Answer	All <i>Energizer</i> ® batteries, battery chargers and flashlights. See campaign terms .
Question	Where can I find my barcode?
Answer	The barcode is printed at the back of <i>Energizer</i> ® batteries, flashlights or battery chargers pack.
Question	What happens if my barcode doesn't work?
Answer	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 info@pinkapple.com.sg .
Question	Can I use a barcode more than once?
Answer	You can only enter the promotion once per each Energizer product purchased.
Question	I've input my barcode, first name, surname & email address, but I haven't received an email.
Answer	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 info@pinkapple.com.sg who will be able to assist you further.
Question	I am experiencing issues with the Energizer promotional website, what do I do?
Answer	Please try rebooting your device and refreshing the page. If you are still experiencing issues, please contact Energizer customer services on info@pinkapple.com.sg .
Question	My postal address isn't being recognized.

Answer	Contact Energizer consumer services at info@pinkapple.com.sg for assistance.
Question	Can't find the answer you are looking for?
Answer	Please contact Energizer customer services at info@pinkapple.com.sg .

Additional questions for markets offering Cinema Ticket Prizes

Question	What films are my cinema tickets for?
Answer	The cinema tickets are valid for Zootopia 2 only.
Question	Which cinemas can I use my cinema tickets at?
Answer	Golden Village. More information found in the full <u>campaign terms</u> .
Question	How do I redeem my cinema tickets?
Answer	Please refer to the PDF accompanying your ticket or voucher winner email. If instructions are unclear, please contact consumer services at info@pinkapple.com.sg .
Question	What format are the tickets in?
Answer	Tickets will be provided as a digital code, that will be provided as part of your winner email.
Question	How long are the tickets valid for?
Answer	Please refer to the specific terms and conditions provided with your winning notification for the exact validity period.
Question	How many tickets will I receive if I win?
Answer	Each winner will receive [2] tickets.
Question	Zootopia 2 is not available in my local cinema?
Answer	Please contact consumer services at info@pinkapple.com.sg .
Question	What does my cinema ticket entitle me to?
Answer	Please refer to the full campaign terms for the details of your ticket.

Additional questions for markets offering Z2 Themed Holidays

Question	What happens if I win a themed holiday?
Answer	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.