

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?

Spend \$20 on *Energizer*® products in a single purchase (batteries, battery chargers or flashlights) during the promotion period (please refer to the promotional period for your country in the **campaign terms**. Go to **trolls3.energizerfun.com** and enter the pack's barcode (on the reverse of the product packaging) alongside your details (first name, surname, mobile number, upload receipt as proof of purchase if required, email address and postal address). Purchases have to be made between 01.09.23 and 29.02.24 but you will have until 31.03.24 to claim your soft toy. You will then receive an email asking you to verify your email address. Once your email and receipt have been verified you will receive a second email confirming your entry and that your soft toy is on its way!

Can I claim a Trolls Band Together soft toy 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 **trolls3.energizerfun.com** and enter the pack's barcode (on the reverse of the product packaging) alongside your details (first name, surname, email address, mobile number, upload receipt as proof of purchase if required and postal address). Purchases have to be made between 01.09.23 and 29.02.24 but you will have until 31.03.24 to claim your soft toy. 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 and that your soft toy is on its way!

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 to receive a Trolls Band Together soft toy.

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 charger's 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 consumer services at **support@trolls3.energizerfun.com**.

Can I use a barcode more than once?

You may enter the promotion once per Energizer product purchased, and you can only redeem up to three times per household.

I've input my barcode and details but I haven't received an email confirming my entry.

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@trolls3.energizerfun.com who will be able to assist you further.

My postal address isn't being recognised.

Please contact Energizer consumer services support@trolls3.energizerfun.com who will be able to assist you further.

Can I choose which Trolls character soft toy I receive?

No, unfortunately it is not possible to choose which Trolls character soft toy you will receive, the soft toys will be sent at random.

How long will it take for my soft toy to be delivered?

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

My soft toy has not arrived within the delivery timings specified in the terms and conditions?

Please contact Energizer consumer services at support@trolls3.energizerfun.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 consumer services on support@trolls3.energizerfun.com

Can't find the answer you are looking for?

Please contact Energizer consumer services on support@trolls3.energizerfun.com