

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 (please refer to the promotional period for your country in the [campaign terms](#)). Go to energizeractive.com, if you have not landed on the correct country site, then select your country using the country selector. Enter the pack's barcode (on the reverse of the product packaging) alongside your details (name, surname, email address, contact number, residential address and upload receipt). You will then receive an email asking you to verify your email, once verified you will receive another email confirming you have been entered into the prize draw.

Can I enter the promotion 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 energizeractive.com, select your country of residence and enter the pack's barcode alongside your details (name, surname, email address, contact number, residential address and upload receipt). You will then receive an email confirming you have been entered into the prize draw.

How long does this promotion last?

Please refer to the [campaign terms](#) for the promotion period. Once the promotion has ended you will not be able to enter into the promotion.

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 CS-southafrica@energizeractive.com

Can I use a barcode more than once?

No, you can only use your barcode once. You can enter the promotion again if you buy another Energizer® product (batteries, battery chargers and flashlights).

Can I enter more than once?

You can enter a maximum of three times per day with the same email address. A new barcode from a purchase of Energizer® products (batteries, battery chargers and flashlights) is required with each new entry.

I've input my barcode, name, surname and email address but I haven't received a verification or confirmation email.

Check your junk mail. If you still cannot find the confirmation email please contact Energizer customer services at CS-southafrica@energizeractive.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 CS-southafrica@energizeractive.com

Which Energizer® products are included in this promotion?

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

What prizes can I win?

Please see the [campaign terms](#) for the prizes on offer

How many winners will be drawn from the prize draw?

Please see the [campaign terms](#) for the number of prize draws and prizes that will be awarded.

When will the winner be drawn?

Please see the [campaign terms](#) for the prize draw dates

How will I know if I've been selected as the winner?

You will be contacted via email at the end of the campaign if you have won 1 of 3 grand prizes.

Can't find the answer you are looking for?

Please contact Energizer customer services on CS-southafrica@energizeractive.com