

FREQUENTLY ASKED QUESTIONS

How old do I need to be to enter?

This promotion is open to individuals aged 18 years or older.

How do I enter the promotion?

Purchase any eligible *Energizer*® product (batteries, battery chargers, or portable lights) during the promotion period. Visit the promotional website for your country, navigate to the Energizer x Jurassic World: Chaos Theory page, and enter the product's barcode along with your details (first name, surname, email address, residential address, upload receipt as proof of purchase if required). You will receive an email asking you to verify your email address. Once verified, you will receive a second email confirming the delivery of your gift.

Can I claim a gift if I order *Energizer*® products online?

Yes, you can. After receiving your *Energizer*® product, visit the promotional website and enter the product's barcode along with your details. Follow the same steps as above to verify your email and confirm your gift delivery.

How long does this promotion last?

The promotion period varies by country. Please refer to the [campaign terms](#) for both the promotion and redemption periods applicable to your location.

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

All eligible *Energizer*® batteries, battery chargers, and portable lights are included. Refer to the [campaign terms](#) for details.

Where can I find my barcode?

The barcode is located on the back of the *Energizer*® product packaging.

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 problems persist, contact Energizer consumer services at support@jwct.energizerpromo.com.

Can I use a barcode more than once?

You may enter the promotion once per *Energizer*® product purchased, and you may redeem a maximum of 1 gift per household.

I've input my barcode and details, but I haven't received a confirmation email.

Please check all details have been entered into the correct fields and check your junk mail for the confirmation email. If you still haven't received the email, contact Energizer consumer services at support@jwct.energizerpromo.com who will be able to assist you further.

My postal address isn't being recognized.

Contact Energizer consumer services at support@jwct.energizerpromo.com for assistance.

Can I choose which Jurassic World Chaos Theory gift I receive?

No, unfortunately it is not possible to choose which Mattel toy you will receive, the toys 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?

Contact Energizer consumer services at support@jwct.energizerpromo.com for further assistance.

My gift arrived faulty/damaged

Please contact support@jwct.energizerpromo.com and share images depicting the damage or fault where possible.

I am experiencing issues with the Energizer promotional website, what do I do?

Try rebooting your device and refreshing the page. If issues persist, contact Energizer consumer services at support@jwct.energizerpromo.com.

What are the specific terms for my country?

Refer to the detailed [terms and conditions](#) for your country.

Can't find the answer you are looking for?

Please contact Energizer consumer services on support@jwct.energizerpromo.com.