

| Q1FY25 Peak Season Promo | |
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| Question | How old do I need to be to enter? 幾歲以上才能參加？ |
| Answer | This promotion is only open to people aged 18 years or older. 此抽獎活動限 18 歲以上人士參加。 |
| Question | How do I enter the promotion? 怎麼參加抽獎活動？ |
| 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. 於活動期間內購買任何 勁量® 系列產品 (電池、電池充電器、手電筒)；於 energizerpromo.com 輸入電池的產品條碼 (位於產品包裝的背面) 以及您的詳細信息。然後您將收到一封電子郵件，要求您驗證您的電子郵件地址。一旦您通過驗證，您將收到第二封電子郵件，確認您的參與資訊。 |
| Question | Can I enter the promotion if I order <i>Energizer</i>® batteries online? 如果我是在網上訂購的勁量® 電池，也能參與此抽獎活動嗎？ |
| 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. 是的，您也可以參加的。當您收到 勁量® 電池後，您可以前往 energizerpromo.com 並輸入電池的產品條碼 (位於產品包裝的背面) 以及您的詳細信息。然後您將收到一封電子郵件，要求您驗證您的電子郵件地址。一旦您通過驗證，您將收到第二封電子郵件，確認您的參與資訊。 |
| Question | How long does this promotion last? 這個抽獎活動會持續多久？ |
| Answer | Please refer to the <u>campaign terms</u> for both the promotion and redemption periods. Once the promotion has ended you will not be able to enter the promotion. 關於抽獎活動的期限，請參閱 推廣活動條款 。 抽獎活動結束後，您將無法參加抽獎活動。 |
| Question | Which <i>Energizer</i>® products are included in this promotion? 有哪些 勁量® 產品可以參加此抽獎活動？ |
| Answer | All <i>Energizer</i> ® batteries, battery chargers and flashlights. See <u>campaign terms</u> . 所有的 勁量® 系列產品 (電池、電池充電器、手電筒) 都包含在此抽獎活動，請參閱 推廣活動條款 。 |
| Question | Where can I find my barcode? 我可以在哪裡找到產品條碼？ |
| Answer | The barcode is printed at the back of <i>Energizer</i> ® batteries, flashlights or battery chargers pack. 條碼印在 勁量® 電池、手電筒或電池充電器包裝的背面。 |

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| Question | What happens if my barcode doesn't work? 如果產品條碼無效，會怎麼樣？ |
| 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 oplmarketing@octopushk.com . 如果條碼在網站上無法使用，請嘗試重新輸入，確保輸入正確。如果還是有問題，請電郵至 oplmarketing@octopushk.com 聯絡勁量客服人員。 |
| Question | Can I use a barcode more than once? 產品條碼可以使用超過一次嗎？ |
| Answer | You can only enter the promotion once per each Energizer product purchased. 每張發票只可登記一次。 |
| Question | I've input my barcode, first name, surname & email address, but I haven't received an email. 我已經輸入產品條碼、姓名和電子郵件地址，但沒有收到任何電子郵件。 |
| 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 oplmarketing@octopushk.com who will be able to assist you further. 請檢查所有詳細資料是否已輸入正確的資訊，並檢查您的垃圾郵件中是否有收到電子郵件。如果您仍然無法進入，請電郵至 oplmarketing@octopushk.com 聯絡勁量客服人員。 |
| Question | I am experiencing issues with the Energizer promotional website, what do I do? 使用勁量推廣網站時如果遇到問題，我該怎麼辦？ |
| Answer | Please try rebooting your device and refreshing the page. If you are still experiencing issues, please contact Energizer customer services on oplmarketing@octopushk.com . 請嘗試重新啟動裝置並刷新頁面。如果仍然有問題，請電郵至 oplmarketing@octopushk.com 聯絡勁量客服人員。 |
| Question | Can't find the answer you are looking for? 找不到您要找的答案嗎？ |
| Answer | Please contact Energizer customer services at oplmarketing@octopushk.com . 請電郵至 oplmarketing@octopushk.com 聯絡勁量客服人員。 |