

## **Energizer® 2020 Holiday Offer FAQs**

**Q: How long does the *Energizer*® Holiday Offer run?**

A: Offer begins 10/01/2020 and ends 02/28/2021. Offer requests must be received by 11:59:59 p.m. ET on 03/31/2021.

**Q: What are the dates that I need to make a purchase in order to participate?**

A: 10/01/2020 thru 02/28/2021.

**Q: When do I have to have my receipt submitted by?**

A: 03/31/2021

**Q: Where can I read the Official Rules?**

A: You can visit [www.holiday5.energizer.com](http://www.holiday5.energizer.com).

**Q: Who is eligible to participate in the Offer and how old do you have to be?**

A: You must be a current legal resident of the 50 United States or District of Columbia (“D.C.”) who is 18 years of age or older (19 or older in AL or NE, 21 or older in MS). Offer void outside the 50 United States and D.C. and where prohibited. The following may NOT participate in this Offer: groups, clubs or organizations, employees of Energizer Brands, LLC (“Sponsor”) and its affiliates, subsidiaries and advertising, promotion and fulfillment agencies.

**Q: How do I participate in the Offer?**

A: Make a purchase at any retailer, except Lowe’s®, of at least \$15 (before tax and after any coupon savings) worth of any *Energizer*® Brand battery and lights products in a single transaction during the Offer Period (“Qualified Purchase”). Multiple purchase transaction receipts of products to meet the \$15 threshold for a Qualified Purchase will not be accepted. Then, take a photo of (or scan) your entire original receipt clearly showing your Qualified Purchase (including purchase amount) along with the date, time, retailer’s name, location of purchase, and receipt total and submit receipt for Offer redemption as follows: visit [www.holiday5.energizer.com](http://www.holiday5.energizer.com), accurately complete the Offer registration form including email; name, address (no P.O. Boxes), daytime phone number and date of birth and follow the instructions to upload your receipt, including selecting the retailer where the Qualifying Purchase was made. If the retailer selected on the site does not match the retailer on the receipt, a rejection email will be sent with instructions to select the correct retailer and resubmit. If an incorrect retailer is selected upon the resubmission, a rejection email will be sent. If a receipt is rejected for any reason, a rejection email will be sent.

**Q: What format does my photo need to be in to submit?**

A: The file containing the receipt image must be in .JPEG, .JPG, .PNG, .GIF or .PDF format and may not exceed 8 MB. PDF is highly recommended for digital receipts. See also “Are there any tips on how to convert my digital receipt to a PDF format?” below.

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### **Q: Are there any tips on how to convert my digital receipt to a .PDF or .JPEG format?**

A: Review the Dos and Don'ts below:

**Do:** Upload a receipt in either a .PDF or .JPEG format (.PDFS are preferred for longer digital receipts).

**Do:** Make sure that all required information (your retailer, the price of your purchase, the purchased product, and your purchase price) are on the receipt. If one of these is missing, please contact your retailer for a new copy of your receipt to submit.

**Do:** If this is a receipt from a webpage, save the entire page and as a pdf and upload the saved document. This can be done in Google Chrome by clicking Ctrl+P to "Print" your webpage and selecting "Save as PDF" as your destination.

**Don't:** Attempt to squish multiple images on one page. Some computers compress these files, making them unreadable by our moderation team. These receipts can cause confusion and rejection if not easily understandable.

**Don't:** Upload a direct screenshot of your receipt. Because both the "Print Screen" and "Snipping" tools can compress digital receipts, the image you submit will not be as clear as the one you have on your desktop. A .PDF or .JPEG saved from either a browser or word-processing program (Microsoft Word, PowerPoint, etc.) will allow for the greatest clarity for our receipt review team.

### **Q: What if my receipt is too long to fit into one image?**

A: Prior to capturing an image of your receipt, fold the receipt to ensure that all required information (your retailer, the price of your purchase, the purchased product, your purchase price and receipt total) are visible on the receipt and capture your image.

### **Q: Why can't I submit a Lowe's receipt?**

A: Lowe's is participating in a separate offer. Visit [lowes.com/rebates](https://www.lowes.com/rebates) for more information.

### **Q: How many times can I submit a receipt?**

A: You may submit a maximum of two rewards (any combination) per person/household/email address per day. However, there is a maximum of four rewards (any combination) per person/household/email address that may be earned during the entire offer period. Requests in excess of these limits will be disqualified.

### **Q: Can I combine receipts with purchases less than \$15?**

A: Multiple purchase transaction receipts of products to meet the \$15 threshold will not be accepted.

### **Q: I purchased over \$15 of qualified products, can I apply the difference to another submission?**

A: Any Qualified Purchase amounts over \$15 will not be credited toward or applied to any subsequent Offer redemptions.

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### **Q: I made two \$15 Qualified Purchases on one transaction/receipt; can I submit that receipt twice?**

A: Any Qualified Purchase amounts over \$15 will not be credited toward or applied to any subsequent Offer redemptions.

### **Q: How many Rewards can I receive?**

A: There is a maximum of four Rewards (any combination) per person/household/email address that may be earned during the entire Offer Period.

### **Q: What does “subject to verification” mean?**

A: Your submission will be reviewed prior to approval.

### **Q: How long will it take my receipt to be approved?**

A: Please allow approximately 48–72 hours for receipt validation.

### **Q: Why was my receipt/submission rejected?**

A: You should have received an email which included the reason the receipt was rejected.

### **Q: Why was my receipt rejected; I have only submitted one receipt?**

A: Reward limits are based on per person/**household**/email address. It is possible someone in your household has also submitted or received one or more Rewards.

### **Q: How do I check the status of my receipt?**

A: Visit [www.holiday5.energizer.com](http://www.holiday5.energizer.com) and enter the email address that you used to submit your request to see the status of each receipt you have submitted.

### **Q: What are my Reward choices?**

A: You will have the option to choose a \$5 rebate (“Reward”), depending on where you made your purchase. You will receive your Reward as set forth below:

- a. **TARGET®**: If your Qualified Purchase was made at Target, you will receive your Reward in the form of a \$5 Target eGiftCard.
- b. **THE HOME DEPOT®**: If your Qualified Purchase was made at The Home Depot, you will receive your Reward in the form of a \$5 The Home Depot eGift Card.
- c. **WALGREENS®**: If your Qualified Purchase was made at Walgreens, you will be asked whether you wish to receive your Reward in the form of a \$5 Walgreens Gift Card or a \$5 Postmates credit awarded as an electronic code.
- d. **WALMART®**: If your Qualified Purchase was made at Walmart, you will receive your Reward in the form of a \$5 Walmart eGift Card.
- e. **ALL OTHER RETAILERS, EXCEPT LOWE’S®**: If your Qualified Purchase was made at any retailer not stated above (excluding Lowe’s), you will be asked whether you wish to receive your Reward in the form of either a \$5 Virtual Visa® Prepaid Card, as a \$5 transfer to your PayPal account or as a \$5 transfer to your Venmo account.

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### **Q: How long will it take to receive my Target, The Home Depot or Walmart eGift Card?**

A: Once approved, you will be sent the eGift Card code via email at the email address you provided at registration with instructions on how to redeem your Reward.

### **Q: How long will it take to receive my Walgreens Gift Card?**

A: You should receive a Gift Card via mail at the address you provided at the time of registration in four to six weeks after approval.

### **Q: How long will it take to receive my Postmates credit?**

A: Once approved, you will be sent a Postmates electronic code via email at the email address you provided at registration with instructions on how to redeem your credit.

### **Q: Where can I redeem my Postmates credit?**

A: Credit is valid only on Walgreens purchases on the Postmates platform and must be redeemed by May 15, 2021. Once the code is in your Postmates account, the code will expire within 14 days. Visit [Postmates.com](https://www.postmates.com) to redeem your credit.

### **Q: How long will it take to receive my Virtual Visa Prepaid Card?**

A: Once approved, you will be sent a Virtual Visa Prepaid Card code via email at the email address you provided at registration with instructions on how to redeem your Reward.

### **Q: How long will it take to receive my PayPal transfer?**

A: Once approved, you will be sent an email stating that funds have been sent to you and must be claimed. You must use the email address associated with your PayPal account. Once you click in the email to claim your funds, you will need to log in to your PayPal account and funds will then be available. You must have a U.S. PayPal account in good standing at the time of transfer in order to receive your \$5 Reward; locked or restricted accounts will not receive the \$5 Reward. Funds that have not been claimed within 30 days after being sent will be returned to sender. Transfers to PayPal accounts are subject to the PayPal terms and conditions found here: <https://www.paypal.com/us/webapps/mpp/ua/legalhub-full>.

### **Q: How long will it take to receive my Venmo transfer?**

A: Once approved, you will be sent an email stating that funds have been sent to you and must be claimed. You must use the email address associated with your Venmo account. Once you click in the email to claim your funds, you will need to log in to your Venmo account and the funds will then be available. You must have a U.S. Venmo account in good standing at the time of transfer in order to receive your \$5 Reward; locked or restricted accounts will not receive the \$5 Reward. Funds that have not been claimed within 30 days after being sent will be returned to sender. Transfers to Venmo accounts are subject to the Venmo terms and conditions found here: <https://venmo.com/legal/us-user-agreement/>.

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**Q: I'm having issues using my eGift Card Code or Virtual Visa Prepaid Card.**

A: Any issues in connection with Code or Virtual Visa Prepaid Card after they are received by the participant must be directed to <https://prizelogic.zendesk.com/hc/en-us/requests/new?id=013514>.

**Q: I'm having issues with my PayPal or Venmo reward.**

A: Any issues in connection with PayPal transfers after they are delivered to participants must be directed to <https://www.paypal.com/us/selfhelp/contact/email>.

**Q: I'm having issues with my Postmates Code.**

A: Any issues in connection with Postmates Codes after they are delivered to participants must be directed to <https://support.postmates.com/buyer/contact-us/help>.

**Q: Who do I contact if I have a question?**

A: Please submit questions regarding this offer at <https://prizelogic.zendesk.com/hc/en-us?id=013514>.

**Q: I'm having technical difficulties. What should I do?**

A: If you are experiencing technical difficulties, submit questions at <https://prizelogic.zendesk.com/hc/en-us?id=013514>.