

## **Battery Returns Policy**

**Please Note:** The manufacturer's defect warranty only covers manufacturing defects and does not cover incorrect use or abuse.

### **Case 1: Battery Purchased Less than One Year Ago.**

If the battery was purchased less than one year ago and still falls within the one-year Manufacturer's defect warranty, the first initial battery assessment will be done free of charge. Should the client want to have a full battery test conducted together with a test report the cost will be as follows:

- **FREE OF CHARGE** should the test results show the damage to the battery does fall under the Manufacturer's defect warranty.
- **R 500.00 excluding vat**, per set of 4 batteries should the test results show the damage to the battery does not fall under the Manufacturer's defect warranty and was as a result of incorrect use or abuse (if less than 4 batteries the same cost applies).

### **Case 2: Battery Purchased More than One Year Ago.**

If the battery was purchased more than one year ago and does not fall within the one-year Manufacturer's defect warranty, the cost will be as follows:

- **R 500.00 excluding vat**, per set of 4 batteries, for an initial assessment which must be paid upfront before the batteries will be accepted at the dispatch / delivery area (if less than 4 batteries the same cost applies). The initial assessment can only indicate an approximated state of health upon arrival.
- **R 1 500.00 excluding vat**, per set of 4 batteries, for a full battery test conducted together with a test report which must be paid upfront before the batteries will be accepted at the dispatch / delivery area. A full battery test involves cycling the battery and gives a far more accurate indication as to what the state of health of the battery is (if less than 4 batteries the same cost applies).

**Please note:** A full battery test will take a minimum of 4 working days.

Policy Created By:

  
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