

Rapid Batteries Warranty Statement

Rapid Batteries will provide the following warranty to the original purchaser within the specified warranty period, depending on the battery and the application for which it was intended and charged with an approved charging profile. Please refer below for details.

If a battery supplied by Rapid Batteries is defective (other than for the warranty exclusions specified below) during the warranty period, we will replace or repair the battery at our cost. To make a claim please return the battery or contact Rapid Batteries. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonable foreseeable loss or damage. You are also entitled to have repaired or replaced if the goods fails to be of acceptable quality and the failure does not amount to a major failure. This warranty is provided by Rapid Batteries Head Office, Shop 4 "Coomera Grand" Coomera Grand Drive, Upper Coomera, Queensland. For further customer assistance please contact our Team on 07 5580 6421.

PREMIUM SEALED MF BATTERIES:

- *Car/SUV – Private Use 30 Months (ACDelco/Delkor Batteries Only)*
- *Car/SUV – Private Use 24 Months*
- *4WD/Light Truck – 12 Months*
- *Marine & Deep Cycle – 12 Months*
- *Trucks/Commercial/Industrial – 12 Months*
- *Taxi – 6 Months*

The warranty commences from the date of purchase. Proof of purchase is mandatory and required for any suspected and/or genuine warranty claims. No exceptions will be accepted.

Warranty Exclusions:

This warranty does not apply to batteries that break or fail due to abuse or neglect such as improper installation, loose wiring, corroded terminal connections, mishandled or dropped batteries, freezing, fire, explosion or unauthorized battery modifications.

This warranty does not cover individual batteries that are used for powering auxiliary loads within a set of batteries. The entire set of batteries must be used to power all loads.

With the regards to deep cycle applications, this warranty does not cover batteries that failed within the warranty period due to extreme usage. These batteries will provide approx. 500 cycles at 80% depth of discharge, therefore use beyond this will not be covered under this warranty.

This warranty does not cover batteries that are not charged properly or batteries that are left uncharged for an extended period of time. Batteries must be charged after any significant use and the charge cycle must be completed.

This warranty does not cover batteries that are not charged and maintained correctly from the charging apparatus connected to the battery. Example: alternators, battery chargers and/or solar regulators.

How Do I Make A Claim ?

In the first instance please contact Rapid Batteries on 07 5580 6421. Any suspected warranty claim will only be attended to during business hours. For an analysis on the battery status, the battery must be at least, 12.5 – 12.7 volts. If the voltage is below the required volts, the battery will need to be charged to reach the minimum voltage required. Once this has been reached, a test will then be conducted. If the battery test deems the battery to be faulty, a replacement battery (equivalent to that of the initial purchase) will be issued. If the battery test deems the battery to be satisfactory and at a level that can be justified as normal wear and tear, the battery will be deemed as a non-warrantable item. The battery will then be charged to its maximum level and the battery will be returned to the customer. A surcharge will then be applied to any non-warrantable item for the transport and charging facilities provided by Rapid Batteries.

Battery warranty claims will only be serviced during business hours at a time convenient to both the customer and Rapid Batteries.

Should you require further assistance, please contact Rapid Batteries on 07 5580 6421 or an enquiry can be submitted online at www.rapidbatteries.com.au