

1. PURPOSE OF POLICY

- 1.1 This policy sets out the terms and conditions of the warranty applicable to batteries sold by ACDC Express ("ACDC").
- 1.2 The purpose is to provide clarity on the scope of warranty coverage, the responsibilities of ACDC, and the rights of consumers under applicable consumer protection laws in the country of purchase.
- 1.3 This policy shall be read in conjunction with ACDC's Terms and Conditions of Sale.

2. GUARANTEE

- 2.1 ACDC guarantees that its batteries are free from defects in material and workmanship.
- 2.2 All warranty claims shall be assessed in accordance with this.

3. DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

- 3.1 ACDC Website: www.acdcexpress.com
- 3.2 **Battery Management System (BMS)** means a system designed to monitor, regulate, and optimise the performance and lifespan of a battery.
- 3.3 **Cycles** means the number of complete charge and discharge cycles a battery undergoes before its performance materially deteriorates.
- 3.4 **Depth of Discharge** means the percentage of a battery's total capacity that is discharged compared to its full capacity.
- 3.5 **End User** means the final consumer who purchases and uses the battery.
- 3.6 **Force Majeure** means any event or circumstance beyond the reasonable control of ACDC, including but not limited to natural disasters, lightning, floods, storms, fire, war, strikes, lockouts, government actions, utility failures, or other unforeseen events that make performance impossible;
- 3.7 **Manufacturer** means the entity responsible for producing the battery.
- 3.8 **Statutory Warranty** means the minimum six (6) month implied warranty of quality, durability, and fitness for purpose conferred by applicable consumer protection laws in the country of purchase.
- 3.9 **Manufacturer's Warranty** means the twelve (12) month warranty provided by ACDC in addition to any statutory rights.
- 3.10 **Sulphation** means the formation of lead sulphate crystals on battery plates or parts, which may impair performance.
- 3.11 **Warranty Period** means a period of twelve (12) months from the date of purchase, during which the Manufacturer's Warranty applies concurrently with the Statutory Warranty for the first six (6) months.

4. WARRANTY CLAIM TERMS AND CONDITIONS

- 4.1 If a battery becomes defective or fails within the Warranty Period, ACDC may repair, recharge, or replace it, subject to the following:
 - 4.1.1 The battery must be registered within thirty (30) days of purchase using the ACDC website or by contacting ACDC directly.
 - 4.1.2 The warranty is valid only for the Original End User.
 - 4.1.3 Only defects in materials, components, or workmanship are covered.
 - 4.1.4 Replacement batteries shall inherit the unexpired portion of the original Warranty Period.
 - 4.1.5 ACDC shall inspect returned batteries and may be subjected to laboratory testing.
 - 4.1.6 ACDC reserves the right to assess cycles, depth of discharge, and sulphation when determining warranty coverage.

5. CIRCUMSTANCES EXCLUDING WARRANTY COVERAGE

- 5.1.1 The warranty shall not apply in any of the following circumstances:
 - 5.1.1.1 Use, storage, or installation of the battery contrary to ACDC's guidelines or specifications.
 - 5.1.1.2 Evidence of abuse, neglect, sulphation, damage, or inadequate maintenance.
 - 5.1.1.3 Use of the battery for unintended purposes.
 - 5.1.1.4 Failure to provide proof of purchase, or the provision of false or misleading information.
 - 5.1.1.5 Expiry of the Warranty Period.
 - 5.1.1.6 Visible physical damage, tampering, or alteration of battery information or labels.
 - 5.1.1.7 Where applicable, the unit is not installed by a qualified electrician and the appropriate Certificate of Compliance (CoC) is not issued.

6. SPECIAL CONCESSION

- 6.1 ACDC may, in its sole discretion, offer a concession in the form of credit towards the purchase of a lithium-ion battery where eligible returns are made for specific older ranges.
- 6.2 Such credit shall be valid for sixty (60) days from issue and shall not be redeemable for cash.

7. CLAIMS PROCEDURE

- 7.1 To lodge a claim, the claimant must complete the warranty claim form on the ACDC website, attaching proof of purchase.
- 7.2 The battery, together with all required documentation, must be returned to an ACDC branch.
- 7.3 ACDC shall inspect the returned battery and may offer repair or replacement if the claim is accepted.
- 7.4 If a claim is accepted within the Statutory Warranty period, the End User may elect repair, replacement, or refund. Thereafter, during the remainder of the Manufacturer's Warranty, ACDC may, at its discretion, repair or replace the battery.
- 7.5 In the event of a dispute, the consumer may appoint an independent assessor at their own cost.

8. LIMITATION OF LIABILITY

- 8.1 ACDC's liability is limited to repair, recharge, or replacement of the battery in accordance with this policy.
- 8.2 ACDC shall not be liable for consequential, indirect, or incidental losses, unless such limitation is prohibited under applicable consumer protection laws in the country of purchase.

9. STATUTORY RIGHTS

- 9.1 Nothing in this policy shall exclude, limit, or restrict any rights conferred on consumers under applicable consumer protection laws in the country of purchase.