



Battery General Warranty Claim Terms and Conditions

Definitions

- I. **“AutoX (Pty) Ltd”** means a Company duly registered and incorporated in terms of the laws of the Republic of South Africa with Registration Number 2016/475012/07 and having its place of business at 140 North Reef Road, Elandsfontein, 1429 and postal address PO Box 8794, Edenglen, 1613 South Africa, a manufacturer and supplier of automotive batteries, related products and services.
- II. **“Authorised Dealer”** means an approved dealer authorized to sell the Battery under the **AutoX** terms and conditions as per this Warranty and the **AutoX** General Conditions of Sale.
- III. **“End user”** means the person or entity in whose name the warranty is registered.
- IV. **“Installer”** means a person suitably qualified for the installation of the battery in accordance with the specific battery type’s installation requirements.

Terms and Conditions

In the event that the Battery becomes defective, malfunctions or fails during the warranty period, **AutoX** undertakes at its sole discretion to repair, recharge or replace the Battery subject to the following terms and conditions:

1. The End user or someone acting on behalf of the End-user registered the Battery with **AutoX** online at www.rentech.co.za/register-your-Battery/ or via the **AutoX** call centre on 0860 12 00 12 within two (2) weeks from the date of purchase or such further period as **AutoX** may allow in its sole discretion.
2. Proof of the warranty registration and proof of purchase is required.

3. The warranty is for the End user only. All warranty claims must be submitted via the Authorised Dealer from which the Battery was purchased.
4. The warranty is for material and workmanship defects on the Battery only and any consequential or transport costs are excluded, unless otherwise agreed between the parties.
5. A warranty claim must be lodged by the End user within 2 (two) business days of the End user becoming aware of the alleged defect in the Battery. The end user must follow the warranty claims procedure available at www.rentech.co.za/downloads and must take the Battery to the Authorised Dealer from which the Battery was purchased for inspection.
6. Once the Battery has been returned to the Authorised Dealer, a representative of **AutoX** will inspect the Battery, claim documentation and Authorised Dealer inspection results and collect the Battery in order to determine whether the Battery is in fact defective and has in fact malfunctioned or failed.
7. **AutoX** reserves the right to inspect the installation site, system, equipment, golf cart, charger(s), settings and recorded data (as applicable) and interview the Installer and End user. Refusal to permit inspection or co-operate with the inspection and interview shall void the warranty claim.
8. Based on the inspection results, **AutoX** in its sole discretion will determine the validity of the warranty claim and inform the Authorised Dealer and/or End user if it is a valid claim or not. If **AutoX** considers it a valid claim, **AutoX** may repair the Battery or replace it with a new Battery.
9. Should a warranty claim be accepted and the Battery is replaced, the new Battery will only carry a warranty for the remaining period of the original proof of purchase as per the claims procedure.
10. Any warranty claim will be null and void if any of the following conditions were/are applicable:
 - a) Proof of purchase cannot be provided, and/or false information was provided and/or the Battery was not bought from an Authorised Dealer.

- b) The Battery information is incorrect and does not match **AutoX**'s records and/or the Battery information was tampered with and/or **AutoX**'s original markings and labels are not on the Battery and/or the Battery is not an authentic **AutoX** manufactured or supplied Battery.
- c) The Battery is out of the warranty period and is thus not a valid claim.
- d) The Battery was not used for its intended purpose and/or not of correct capacity or type for the application, incorrect installation, and/or faulty or incorrect electrical and charging system.
- e) The Battery failure or non-conformance was due to abuse or neglect, improper and/or incorrect charging and/or maintenance and/or failure to keep the Battery properly charged, charging system failure, sulphation due to over discharging, overheating, freezing, overfilling and/or under filling, tipping over, use of incorrect battery acid/water and/or additives, missing or loose vent caps, excessive use and/or abnormal wear and tear, tampering, damaged terminals, cracked or damaged casing, damage due to the Battery not being properly secured or incorrectly mounted, and/or damage resulting from external events such as fire and Acts of God.
- f) The Battery can be recharged, tested and returned to service.
- g) If the Battery have any other visible external abuse:
 - 1. Damaged case.
 - 2. Damaged poles.
 - 3. Tampered data codes.
 - 4. Forced removal of sealed cover.

Claims Procedure: Refer to **AutoX** Industrial Warranty Claims Procedure available on www.rentech.co.za/downloads.