



General Purpose Lead Acid Batteries Limited Product Warranty

AutoX (PTY) Ltd ("**AutoX**") warrants that its General Purpose Lead Acid batteries are free of material and workmanship defects for the respective warranty period, as noted below, from date of purchase by the end user, provided the correct battery in terms of type, capacity and normal use and service conditions in accordance with **AutoX**'s data sheets and specifications and are properly installed and maintained and as per the conditions stipulated in the Terms and Conditions below.

The following product warranties are provided by AutoX:

- General Purpose Batteries – 12 month warranty period.

Definitions

- I. "**AutoX (Pty) Ltd**" shall mean 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**" shall mean an Approved dealer authorized to sell battery brand/s and other product offerings under the **AutoX** terms and conditions as per this agreement and the **AutoX** General Conditions of Sales.
- III. "**Manufacturer**" shall mean an entity that makes a good through a process involving raw materials, components, or assemblies, usually on a large scale with different operations divided among different workers. Commonly used interchangeably with producer.
- IV. "**Distributor**" shall mean an entity that buys noncompeting products or product lines, warehouses them, and resells them to retailers or direct to the end users or

customers. They usually also provide a range of services (such as product information, estimates, technical support, after-sales services, credit) to their customers.

- V. **“General Purpose”** means standby power applications such as gate motors, garage door motors, UPS, etc. where the battery is kept fully charged in standby mode and infrequently used to supplement power or provide power during a power outage and where the battery is fully recharged again after use.

Warranty Claim Terms and Conditions

For General Purpose Lead Acid batteries:

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 retailer must register the Battery with **AutoX** online via the respective website, namely www.rentech.co.za or via the **AutoX** call centre on 0860 12 00 12. The following information must be supplied with registration of the Battery:
 - a) Purchaser name and surname;
 - b) Purchaser cell phone number;
 - c) Purchaser email;
 - d) Invoice number;
 - e) Product Code;
 - f) Date of purchase;
 - g) Dealer/store name;
 - h) Dealer/store location and province;
 - i) Application and installation detail – E.g. gate motor, garage door motor, UPS, etc., as well as the product name and model number.
2. The proof of purchase is required for the warranty.
3. The warranty on the Battery is for the original end user only and the authorised dealer is responsible for all warranty claims.

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. For South Africa, the warranty undertakings given by **AutoX** are in addition to the terms of the Consumer Protection Act 68 of 2008 ("CPA"). If the CPA is applicable to the purchase, it will only be to the original end user and only for the duration of the warranty and subject to proof of purchase of the battery subject to the prior registration and proof of purchase as per clause 1 and 2 above. Any remedy provided for the end user under the CPA is still subject to the validity of the Battery warranty claim under the terms and conditions of this Battery warranty.
6. 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
7. A potential warranty claim must be lodged by the end user as soon as the end user becomes aware of the alleged defect in the Battery. The end user must follow the warranty claims procedure, available at the retailer or at www.rentech.co.za and must take the battery to an authorised dealer for inspection and return of the alleged defect Battery together with the original claim documentation.
8. Once the Battery has been returned to any of the dealer, a representative of **AutoX** will inspect the product, claim documentation and dealer inspection results and collect the product in order to determine whether the product is in fact defective and has in fact malfunctioned or failed and/or send it for laboratory inspection.
9. Based on the Battery inspection results, **AutoX** in its sole discretion will determine the validity of the warranty claim and inform the end user if it is a valid claim or not. If **AutoX** considers it a valid claim, **AutoX** may repair or recharge the battery or replace it with a new battery. Should the Battery be replaced, the remainder of the original warranty period will be applicable to the new replaced Battery.
10. Any warranty claim will be null and void if any one of the following conditions were/are applicable:

- a) 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.
- b) 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 Battery 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.
- c) The Battery can be recharged, tested and returned to service.
- d) Proof of purchase cannot be provided, and/or the Battery was not registered with **AutoX** for warranty purposes and/or false information was provided.
- e) The Battery information is incorrect and does not match **AutoX**'s manufacturing 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 battery.
- f) The battery is out of the warranty period and is thus not a valid claim.
- 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 the www.rentech.co.za web site or from the dealer.