



BATTERY WARRANTY CLAIM SHEET

We hereby guarantee and warrantee all WESTERN brand automotive battery owned for the period time the product in possession of the owner AGENT/DISTRIBUTOR/RETAILER NAME will repair and replace defective battery which will be no additional charge to the product owner.

Customer Information:

Full Name:			
Address			
Post Code:		City:	
Telephone:		Email:	

Order Information

Battery Model Number		Date of Purchase	
Battery Series Number (Stamped on top of the battery)			
Warranty Start Date		Warranty End Date	

Additional Information About Your Vehicle

Make:		Model	
Year:		Registration:	
Is your vehicle Start-Stop?			
How often is the vehicle used?			
What is the distance in miles of your regular trips?			
Have you had your alternator checked?			

Additional Information About Your Battery

What are the symptoms of your battery malfunctioning?
Under what circumstances did the problem arise?
What is the no-load voltage of your Battery (in Volts)
What is the voltage of your alternator, engine running (in Volts)?

I declare that I, the customer, have read and agree with the terms and conditions of the warranty procedure and have filled out this form honestly and correctly. I also accept that if any part is filled out incorrectly, subsequently changing the outcome of the procedure, I (the customer) may be liable for the costs incurred by this.

Signature:

Date:

Terms and Condition of the Warranty

The batteries are warranted against faulty due to workmanship and material defects only. Depending on the battery and application the amount of time covered varies, refer to the table below for details.

In the event of the battery is defective (NOT include the warranty exclusions specified below), the battery should be returned with proof of purchase to the original distributor for testing. Subject to testing by the distributor the battery will be exchanged free of charge or get full refund.

Battery Type	Application	Warranty Period
SMF BATTERY (Sealed Maintenance Free Battery)	Car/SUV	12 month
	4WD / Light Van	12 month
	Trucks / Agriculture/ Industrial	12 month
Important-Exclusions This warranty excludes batteries fitted as Original Equipment or used on the following applications: a).Cars used on a 2 or 3 shift/day basis. b).Taxi cabs (including private cars used as taxis or for private-hire). c).Ambulances. Police cars. Fire-engines. d).Televisions. e).Emergency lighting. Batteries used in above applications carry a 6 month Warranty against faulty material. This Warranty is valid only for the purchaser of the battery, and is not transferable.		

This warranty does not cover:

- a). Normal wear and tear.
- b). Batteries which have been subjected to deliberate abuse.
- c). Negligent and improper storage, usage or installation.
- d). Conditions resulting from abnormal wear, negligence, alterations or accidents.
- e). Incorrect fitment
- f). Batteries used in an incorrect application or batteries that are not used for their intended purpose.
- g). Unauthorized modifications to the battery.
- h).The use of so-called means of improvement

The warranty period is deemed to start from the date of the battery received by the customer.

Initiating a claim

If a battery fails within the specified warranty period as a result of a manufacturing or material fault, consumers should:

- a). Stop using the battery
- b). Advise the seller as soon as possible
- c). Look after the goods until they are returned
- d). Return the battery, including proof of purchase

When batteries are claimed under warranty period, the seller is entitled to ask for proof of purchase and consumers are obligated to provide. The seller must make detail record based on BATTERY WARRANTY CLAIM SHEET required information.

If the claimed battery quantity under warranty condition and within warranty period after our final confirmation, the failed batteries could be get refund directly or replace the new one without additional charge.

We would especially like to draw our customer attention to the fact that the temperatures and the application of the battery play a crucial role in determining whether it attains its maximum service life. It should always take place with this in mind during the period of use the product.