

RACQ Lithium Battery Warranty

Keep your receipt or proof of purchase in a safe place for any warranty claim.
Please take the time to read through this brochure.

Why choose RACQ Batteries?

Up to 60 months' nationwide warranty.

Warranty

If your battery, sold by RACQ or our authorised stockist, is found to be defective in material or workmanship during the warranty period, the product will be replaced free of charge subject to the conditions and exclusions in this brochure. Alternatively, you can elect to receive a full refund if the original battery is found to be defective in material or workmanship within six months after the purchase date subject to the conditions and exclusions in this brochure.

Warranty claim procedure

To make a warranty claim for an RACQ Lithium Battery, you must:

- Return the battery to the place of purchase or contact RACQ on batteries@racq.com.au
- We may direct you to one of our authorised stockists (acting reasonably and taking into account your location);
- Provide your sales receipt or other proof of purchase (e.g. bank or credit card statement) when making a claim; and
- Retain your RACQ Lithium Battery and provide it to RACQ or our authorised stockist for testing.

RACQ or our authorised stockist will perform tests to determine the condition of the battery and the cause of any failure.

RACQ and our authorised stockists may not accept the results of any tests performed by another repairer or manufacturer in determining if a battery has failed under the terms of this Warranty and may instead conduct their own tests.

Australia-wide warranty

RACQ Lithium Battery Warranty is honoured by affiliated automobile clubs throughout Australia on presentation of a proof of purchase receipt for the RACQ Lithium Battery product. Our affiliates Australia-wide are:

- New South Wales and ACT – NRMA
- Victoria – RACV
- Tasmania – RACT
- South Australia – RAA
- Western Australia – RAC
- Northern Territory – AANT

Warranty information

This Warranty is given by RACQ Operations Pty Ltd of 2649 Logan Road, Eight Mile Plains, Queensland 4113 ("RACQ").

Consumer guarantees

The benefits covered by this Warranty are in addition to other rights and remedies you have in relation to the goods and services to which this Warranty relates.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- To cancel your service contract with us; and
- To a refund for the unused portion, or to compensation for its reduced value.



RACQ Lithium Battery Warranty

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

To the extent permitted by law, a refund is available for a replacement battery that is found to be defective in material or workmanship within the applicable warranty period if it is found to be defective in material or workmanship within six months after the purchase date. Outside of that six month period or if you otherwise choose to have the product replaced, the product will be replaced free of charge subject to the conditions and exclusions in this brochure.

This Warranty does not cover a battery that:

- (In respect of a battery) is merely flat or discharged (other than due to a defect in the battery or its fitment);
- You no longer want or have changed your mind about;
- You have found at a cheaper price elsewhere or made a wrong selection;
- You knew had faults prior to your purchase;
- You have purchased despite advice that it may not meet your needs;
- Has been modified in any way, including by the use of special additives into the battery;
- Has been incorrectly fitted or applied by you or anyone other than RACQ or our authorised stockist;
- Has been fitted into a vehicle other than the original vehicle into which RACQ or our authorised stockist fitted the battery, including where the fitment is incorrect, the battery is not the correct type of battery for that vehicle, or the battery has been damaged when moving it between the vehicles;
- Fails due to normal wear and tear;
- Fails due to after sales damage, including by improper charging, abuse, neglect, physical damage including a broken container or cover, faults, sulphation, or damage caused by fire, excessive heat, floods, wreckage, explosion or freezing.

To the extent permitted by law, the warranty does not cover the additional costs of RACQ or our authorised stockist:

- Recharging your battery;
- Attending your vehicle to service, replace or test an RACQ Lithium Battery under warranty;
- Repairing any damage to your vehicle or property not caused by the battery fitment by RACQ or our authorised stockist.

You cannot rely on this Warranty, and are ineligible for a replacement battery or a refund, if you did not originally purchase the battery from RACQ or our authorised stockist. This Warranty is not transferable or assignable.

You cannot rely on this Warranty if you have disposed of your RACQ Lithium Battery, or if you do not have it in your possession. RACQ will not reimburse the cost of a battery you have purchased from another supplier to replace your RACQ Lithium Battery which has failed in accordance with this Warranty.

Non-OEM parts

Parts supplied by RACQ or our authorised stockist have been sourced from independent manufacturers and may or may not be genuine parts. They comply with the manufacturer's original specifications for your vehicle and the relevant Australian Standards.

What's covered under warranty?

Whilst RACQ Lithium Batteries come with an up to 60-month nationwide warranty, there are events where the warranty will be void.



RACQ Lithium Battery Warranty

Covered

Manufacturer failure, including:

- Cracked or damaged battery case
- Faulty terminal connections
- Failed cell/s in the battery case
- BMS failure
- Internal wiring and connections

Not covered

- Improper storage
- Improper handling or installation
- Use of product that is inconsistent with instructions provided by RACQ
- Battery discharged in excess of the maximum amperage specifications
- Battery charged in excess of the maximum amperage specifications
- Battery charged in excess of the recommended voltage specifications
- Battery left flat over extended time
- Water or solvent entry
- Interference from insects and pests and other issues
- Exposure to extreme heat or cold

Warranty applies to	Maximum period
Lithium batteries	60 months

Warranty period

The warranty is applied from the initial date of purchase of an RACQ Lithium Battery. The warranty period for any replacement battery is the greater of:

- Six months from the date of replacement; or
- The remaining balance of the warranty period for the original battery or charge

Contact us

For further information or assistance contact us 24 hours every day on 13 1905, visit racq.com or speak to one of our friendly staff at your local RACQ store.

