# BATTERY SYSTEMS The Single Source Solution!

# BSI CONSUMER WARRANTY For Exide-Branded Batteries

NOTE: The following Limited Warranty applies ONLY to Exide-branded batteries purchased on or after 10/01/12. If you purchased an Exide-branded battery before 10/1/2012, you may have a PRO-RATA Limited Warranty. Battery Systems Inc.'s PRO-RATA Limited Warranty can be found on the Exide website.

# **Battery Systems Inc. LIMITED WARRANTY**

Battery Systems Inc. takes great pride in the batteries it sells and provides a Limited Warranty for many of its batteries. Subject to the terms and conditions of this Limited Warranty, Battery Systems Inc. warrants to the original purchaser of an Exide-branded battery that it will be free from defects in material and workmanship for the Free Replacement Period applicable to such battery. The label on the front of every Exide-branded battery covered by this Limited Warranty specifies the Free Replacement Period.\*

If your battery exhibits a defect in material or workmanship during the Free Replacement Period, and is covered by this Limited Warranty, return the battery to an authorized Battery Systems Inc. retailer and the retailer will provide you with a new replacement battery of the same type at no charge (subject to any applicable installation charges, taxes and government required fees). If you are unable to get to an authorized Battery Systems Inc. retailer, submit your warranty claim through exide.com or contact Battery Systems Inc. Customer Service at 800-782-7848, and Battery Systems Inc.will reimburse you for any replacement battery you purchase (whether Exide-branded or not) up to the original purchase price of the defective battery (not including Core Charges, taxes and any other fees).\*\* No free replacement battery or reimbursement will be provided unless original proof of the purchase is provided.\*\*\* In addition, reimbursement requires replacement battery proof of purchase and a battery test receipt.

## **Warranty Claim Procedures**

If your battery appears defective, please follow the following procedures:

- 1. Determine if the battery is not defective, but is simply discharged and needs a boost. Have the battery tested first to determine the cause of failure and retain the receipt of the test results. If the battery is simply in need of a boost, have it recharged and re-tested. THIS LIMITED WARRANTY DOES NOT COVER MERELY DISCHARGED BATTERIES.
- 2. If the battery is still not working properly, determine if the battery is still under this Limited Warranty by referring to the battery's front label for the Free Replacement Period, and checking the date on your proof of purchase.\*\*\* The applicable Free Replacement Period is calculated from the date of sale to the original purchaser.
- 3. If the battery is still under warranty, return the battery to an authorized Battery Systems Inc. retailer within the Free Replacement Period. If an authorized retailer is not in your area or you are otherwise unable to get to a retailer, you can submit a claim directly through exide.com or contact Battery Systems Inc. Customer Service Support at 800-782-7848.
- 4. To obtain a replacement battery or reimbursement in accordance with this Limited Warranty, provide the authorized Battery Systems Inc. retailer or Battery Systems Inc. (through exide.com or directly) with your proof of purchase for the defective battery. If you are submitting your claim through exide.com or directly to Battery Systems Inc., also provide the replacement battery proof of purchase and a battery test receipt. Allow up to 6 weeks to receive reimbursement.
- 5. See "Warranty FAQs" for answers to common questions about this Limited Warranty.

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This Limited Warranty is voided for batteries damaged due to abuse or neglect, including but not limited to the following:

- Battery hold-downs not used properly or not torqued per the Battery Council International Service Manual recommendations (Industry Standards), leading to excessive battery vibration or battery damage due to over-torque
- Low electrolyte levels for batteries which require maintenance
- Accelerated corrosion/low electrolyte level due to exposure to excessive temperatures
- Batteries that have been refilled with any substance besides distilled water that may have contaminated the battery
- Batteries not maintained at a sufficient state of charge during periods of both in vehicle and out of vehicle storage
- Batteries that have been subjected to excessive out of vehicle charging or to an uncontrolled in-vehicle charging system (i.e. faulty alternator)
- Batteries that have been physically damaged including a cracked, punctured, or deformed battery case or cover; broken or severely damaged battery terminals
- Batteries with damaged terminals due to loose, inadequate or high resistance connections
- Batteries with loose or missing vents (non-sealed designs)
- Batteries that have been installed and operated in reverse in vehicle, leading to reverse battery polarity
- Improper battery box or insufficient protection from the elements (i.e. rain, snow, or ice)
- Batteries that have been operated in an application that it was not designed and/or marketed to support Example: Standard SLI batteries that are used in cycling applications.

### Additional Terms and Conditions:

- This Limited Warranty only applies to batteries purchased from authorized Battery Systems Inc. retailers. However, some authorized retailers purchase batteries in lieu of warranty and therefore warranty claims would need to be handled directly and solely through the retailer from which you purchased the battery.
- Battery Systems Inc. is not responsible for and will not be bound by any additional warranties provided by retailers and does not authorize any other person to make or assume any obligation or liability in connection with any of its batteries.
- This Limited Warranty is not transferable and is only applicable for the original purchaser at retail.

NOTE: This Limited Warranty limits Battery Systems Inc.'s responsibility to providing replacement batteries or reimbursement as provided herein, and in no event shall Battery Systems Inc. be liable for monetary damages or other losses arising from any battery defect or failure, including, but not limited to, for any loss of use, time or for any inconvenience or for any incidental or consequential damages. ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LENGTH OF THE APPLICABLE LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

- \* If the battery label does not reference a Free Replacement Period, this Limited Warranty does not apply, and Battery Systems Inc. does not provide any warranties except as otherwise required by applicable law. Warranties may be offered by the seller (including authorized Battery Systems Inc. retailers) at the place of purchase, but Battery Systems Inc. is not responsible for any such warranties.
- \*\* For claims submitted through exide.com or directly to Battery Systems Inc., only reimbursement is provided under this Limited Warranty. Retailers will provide only a free replacement as provided herein. However, if a Core Charge credit was included in the original purchase price you paid, you will need to return the battery to the original retailer to receive the amount of this credit.
- \*\*\* Proof of purchase includes an original receipt or credit card or bank statement. Claims made through exide.com or directly through Battery Systems Inc. will require other information, such as battery test results, pictures or a battery label.