

HOSI AUTOMOTIVE

Battery Refund/Warranty, Exchange Policy

All refund rights under both State and Commonwealth law apply.

Hosi Automotive Pty Ltd owns the right to supply the battery with the warranty for certain period of time which allows the customer to return the battery within the 14 days of purchased date in course of any defects. As per the terms and condition, we can accept the return and provide you with an exchange or refund (refund will be provided using original payment method where:

- battery is faulty or is not of acceptable quality, or
- battery is unsafe, or
- battery is not fit for its intended purpose, or
- battery does not match the sample or our description.

Warranty

As we insure the quality, we provide a 24 months warranty for private use whereas 12 months for commercial use. If an individual get any defects or damage within the period, Hosi Automotive will gladly exchange the battery at no cost provided of the condition.

Conditions of warranty:

- a) Batteries must be operated in accordance with the Operating and Maintenance Instructions provided with the goods when sold. This warranty excludes failure due to electrical or mechanical issue such as over or under charge, mis-application, high temperature issue or physical damage due to incorrect fitment.
- b) Warranty terms are based on use in float standby application and maintaining an average daily temperature not more than 25.0C .
- c) Ripple component of current into battery must not exceed 3 % of C 10 rating in amps.
- d) Hosi Automotive must be notified within 14 days of discovery of alleged defect.
- e) Any goods returned to Hosi Automotive must be at customer's freight expense.
- f) Proof of date of purchase to be responsibility of the customer.
- g) Warranty is limited to repair or replacement of cells only and excludes labour, consequential and incidental damages to other equipment.

Returning of Battery and Shipping

Due to the nature of the products sold, shipping of customer battery return is not possible. Order place online for battery at <https://www.hosiauto.com.au> for in-store pick up. To make a return on an online order, customer will need to return at Hosi Automotive outlet. Customer cannot return a battery by mail. However call out fee will apply if we come out to customer.

PRIVACY

Customer will be asked for information that is relevant to your return or to satisfy legislative requirement. If you do not provide this information, then we may be unable to process your return. When returning product with proof of purchase, you will be asked for your signature as authorization of the return transaction. If Hosi Automotive agrees to a return without adequate proof of purchase, it will be at their own discretion and you may be asked to provide identification containing your full name.

All Information collected will be securely stored in accordance with our Privacy Policy.