



Optima Batteries Warranty Statement Australia & New Zealand 2018

Optima Warranty Statement

Optima Batteries and their authorized stockists or distributors warrants to the original purchaser that the battery is free of defects in material and workmanship for the time period indicated below. The warranty period for a battery is calculated from the original battery purchase date. The original sale receipt is required to establish proof of purchase and warranty date, and must be provided to an authorized OPTIMA distributor or stockist for all warranty claims, No Exceptions. The warranty for replacement batteries will be based on the original battery purchase date, as identified on the original battery purchase sale receipt. Under no circumstance will a replacement battery have a warranty date different than the original battery purchase date. As per the Australian Consumer Law and New Zealand Consumer Guarantees Act, the battery must be returned to the point of purchase for warranty assessment.

Warranty Coverage

This warranty covers batteries that become unusable or unserviceable due to defects in material and or workmanship. This warranty covers the battery types listed below, that are sized properly and used in the application for which it was intended and charged with an approved charging profile.

OPTIMA RED TOP: Models 34/78, 78, 75/25, 25, 34, 34R, 35, 6V	
Personal Starting (Non Commercial)	3 Years
Commercial Use	1 Year
Taxi Use	6 Months
Series String Applications with or without battery management	Not Covered
OPTIMA YELLOW TOP: Models D27F, D34/78, D75/25, D34, D35, D51, D51R, D31A, D31T	
Personal Starting (Non Commercial)	3 Years
Commercial Use	1 Year
Deep Cycle	1 Year
Taxi Use	6 Months
Series String Applications with battery management system	1 Year
Series String Applications without battery management system	1 Month
OPTIMA BLUE TOP: Models 34M*, D34M, D27M, D31M	
Personal Starting (Non Commercial)	3 Years
Commercial Use	1 Year
Deep Cycle	1 Year
Taxi Use	6 Months
Series String Applications with battery management system (deep-cycle only)	1 Year
Series String Applications without battery management system (deep-cycle only)	1 Month
34M Is a starting battery only and not covered for any cycling applications	

If a replacement is necessary due to a defect in materials and or workmanship, then upon return to an authorized OPTIMA distributor or stockist for store purchases:



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The battery will be replaced free of charge, within the free replacement period from date of original purchase. The original battery sale receipt must be maintained for any further claims. The warranty period is not renewed or extended as a result of a warranty repair or replacement. The warranty is not transferable and is only offered to the original end user of the purchased battery. The warranty only applies to batteries purchased from an authorized distributor or stockist in Australia and New Zealand.

The customer is responsible for paying all of the following costs associated with the replacement: labor for removal or installation; applicable taxes; and any shipping or transportation costs incurred in returning the battery to the distributor or stockist for evaluation.

ONLINE PURCHASES PLEASE READ: Purchases of used or pre-owned OPTIMA batteries, shipping-damaged batteries or any OPTIMA product sold through unapproved channels have no warranty whatsoever. Although there are many reputable online resellers of OPTIMA Batteries, there are some resellers that do not provide the same product or high level of service you should expect from the OPTIMA Batteries brand. Be wary of deals that seem too good to be true. BEFORE you purchase online make sure your reseller provides these critical assurances:

1. Reseller will provide direct warranty service after the sale for the duration of the warranty.
2. Reseller provides a phone number and address of their place of business.
3. Reseller will provide evidence that the OPTIMA Battery is new and unused.
4. Reseller will provide evidence that the OPTIMA Battery will ship to you at a voltage no less than 12.5 volts.

NEW OPTIMA Batteries purchased from online resellers, will be subject to Australian Consumer Law or New Zealand Consumer Guarantees Act; in addition to the following: Optima Batteries must be returned with the original receipt to the location where the battery was originally shipped from for any warranty service. If you purchase your Optima battery from an online reseller, you will be responsible for shipping the battery back to that online reseller. In many cases online resellers require the consumer to be responsible for all costs associated with the return. Please check the individual reseller's policy before your purchase. Local retailers are not required to provide warranty service for online purchases. Most retail locations will only support our warranty policy if you purchase the battery from that location/chain. As per the Australian Consumer Law and New Zealand Consumer Guarantees Act, you must return the goods to the original point of purchase for warranty assessment.

The goods come with guarantees that cannot be excluded under the Australian Consumer Law or New Zealand Consumer Guarantees Act. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



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Warranty Exclusions

OPTIMA Batteries or the authorized stockist or distributor will have no obligation under this limited warranty in the event the battery is damaged or destroyed as a result of any of the following events: improper installation; damage or destruction by abusive overcharging; collision; theft; improper maintenance or mishandling of the battery; natural forces such as wind, lightning, hail, etc.; any willful or negligent act; penetration, or opening of the battery case in any manner. This warranty does not apply to batteries that break or fail due to accident, abuse or neglect such as lack of care in storage, improper installation, misapplication, loose wiring, corroded terminal connections, mishandled or dropped batteries, freezing, fire, explosion, or unauthorized battery modifications. Incorrect charging both overcharging and or undercharging.

This warranty does not cover sulphation damage caused by failing to maintain sufficient charge in batteries for extended periods of time. Batteries must be fully charged after any significant drain and the charge cycle must be completed. Failure to follow installation, operating or maintenance instructions.

As per the Australian Consumer Law, if the battery usage is not for personal, domestic or house- hold use, then authorized stockist or distributor will not be responsible or liable for any consequential or incidental expense or loss.

Distributor Contact Details

AUTHORIZED OPTIMA DISTRIBUTORS	
AUSTRALIA	
R&J BATTERIES P/L	1300 769 282
FEDERAL BATTERIES P/L	1300 133 980
NEW ZEALAND	
HCB TECHNOLOGIES LTD	0800 422 228
R&J BATTERIES P/L	64274267788