



Tel : (+27) 11 886-7874

Fax : (+27) 11 787-0178

2 Samantha Street, Strijdom Park, Randburg, Johannesburg

P O Box 785064, Sandton, South Africa, 2146

Email : [sales@sinetech.co.za](mailto:sales@sinetech.co.za)

<http://www.sinetech.co.za>

## Battery Returns Policy

**Please Note:** The manufacturer's defect warranty only covers manufacturing defects and does not cover incorrect use or abuse.

### **Case 1: Battery Purchased Less than One Year Ago.**

If the battery was purchased less than one year ago and still falls within the one year Manufacturer's defect warranty, the first initial battery assessment will be done free of charge. Should the client want to have a full battery test conducted together with a test report the cost will be as follows:

- **FREE OF CHARGE** should the test results show the damage to the battery does fall under the Manufacturer's defect warranty.
- **R 1 500.00 excluding vat**, per set of 4 batteries should the test results show the damage to the battery does not fall under the Manufacturer's defect warranty and was as a result of incorrect use or abuse (if less than 4 batteries the same cost applies).

### **Case 2: Battery Purchased More than One Year Ago.**

If the battery was purchased more than one year ago and does not fall within the one year Manufacturer's defect warranty, the cost will be as follows:

- **R 500.00 excluding vat**, per set of 4 batteries, for an initial assessment which must be paid upfront before the batteries will be accepted at the dispatch / delivery area (if less than 4 batteries the same cost applies). The initial assessment can only indicate an approximated state of health upon arrival.
- **R 1 500.00 excluding vat**, per set of 4 batteries, for a full battery test conducted together with a test report which must be paid upfront before the batteries will be accepted at the dispatch / delivery area. A full battery test involves cycling the battery and gives a far more accurate indication as to what the state of health of the battery is (if less than 4 batteries the same cost applies).

**Please note:** A full battery test will take a minimum of 4 working days.

Policy Created By:

A handwritten signature in black ink, appearing to read "Sachse", is written over a horizontal line.

CE Sachse