



# WARRANTY

Lithium Golf Branded Battery Pack Only

Lithium Golf (“Manufacturer”) warranty each Lithium Golf Branded Pack (“Product”) consisting of Lithium Golf branded components; LiFePO4 Battery/Batteries, LiFePO4 Battery Charger and LiFePO4 Battery Meter sold by Authorised Dealers in Australia to be free of defects in material and workmanship for a period (the “Warranty Period”) based upon the Product use application.

## 1. WARRANTY PERIOD

Private Golf Use — 5 YEARS for Private Golf customers, using the Product for their own Personal golfing.  
Commercial and Non-Golf Use — 3 YEARS for Commercial and Non-Golf customers using the Product for Commercial or purposes outside of Golf. This includes using the Product as part of Business Operations, including renting Golf Carts to customers, using the vehicle for a purpose other than Golf, including as transport on private or public areas.

## 2. NON-TRANSFERABLE

This Warranty applies only to the original end-user/owner of the Product and is not transferable to any other person or entity.

## 3. WARRANTY EXCLUSIONS

Manufacturer provides Warranty on Products only and will not be held responsible for any damage to the Product or vehicle as a result of incorrect installation, abuse or neglect. Examples include but are not limited to:

- Using components that have not been approved by the Manufacturer as replacement components to those which are supplied in the Manufacturer’s original Product pack
- Failure to correctly install the Product or Charger
- Failure to properly store the Product. This includes not disconnecting Product from any items that may draw power
- Damage due to over-tightening and stripping of terminals
- Damage caused during shipping or mishandling of the Product
- Using the Product for any purpose outside it’s intended design
- Incorrect Product size or capacity for the application, for example, insufficient Amp Hours for intended application, the battery kits that has been used more than 80% depth of discharge repeatedly within 24-hour periods etc.
- Incorrect voltage applied to application
- Products that have had the serial number or manufacturing date codes removed or tampered with
- Breakage, freezing, wreckage, water damage, melted and broken terminals
- Damage due to improper installation; loose terminal connections, under-sized cabling, incorrect connections (series and parallel) for desired voltage and AH requirements, installing in reverse polarity
- Environmental damage; inappropriate storage conditions as defined by the Manufacturer; exposure to extreme hot or cold temperatures
- Product that has been opened, modified or tampered with
- Using discharge/test machines.
- Product damage caused by faulty Golf Cart systems or components, including, but not limited to; motor, computer, controller, solenoid, other items not provided by the Manufacturer’s original Product pack

As per Australian Consumer Law (ACL), the Manufacturer will not be responsible or liable for any consequential or incidental expense or loss if the battery usage is not for Private Use (personal, domestic or household use). This warranty is in addition to any consumer guarantees covered by the ACL.



AFFORDABLE



QUICK CHARGE

#### **4. HOW TO MAKE A CLAIM**

Warranty claims are to be made only by an Authorised Dealer or the end-user/owner of the Product.

When submitting a Warranty claim the customer may be required to provide relevant information to support the Warranty claim, including but not limited to:

- Original receipt for purchase
- Photos or video evidence of the failure
- Returning Product to Authorised Dealer or Manufacturer.

All requests must start by either contacting the Authorised Dealer from where Product was purchased or by filling out a Technical Support Request (TSR) which can be found under support link on the Manufacturer's website. The TSR will be reviewed and responded to with the necessary technical assistance.

If technical assistance does not resolve the issue and the claim is seemingly covered under warranty, the Manufacturer will send approval for the product to be sent to the Manufacturer at the expense of the end-user/owner of the Product. Every box must include the "Approval to Send letter", a copy of the TSR and the original proof of purchase. If this is not included the item will be returned to sender.

The Manufacturer will test the Product and determine if the product was affected by the above defects or damage to the Product arising from any abuse or mishandling of the Product. See list of noncovered conditions located above (3. Warranty Exclusions).

Warranties are for repair, replacement, or substitution only, in Manufacturer's sole discretion. Refunds are not available.

#### **5. Return Shipping**

In the event buyer's Battery(ies) needs to be returned to Lithium Golf Pty Ltd for any reason included warranty evaluation, the cost of shipping and packaging to send the Battery(ies) to Lithium Golf Pty Ltd shall be the sole responsibility of the buyer. Any Battery(ies) deemed defective in material or workmanship shall, subject to buyer's election to have it repaired or replaced and buyer's payment of any amounts owed to Lithium Golf Pty Ltd as provided above, be repaired, or replaced, and returned to the buyer with Lithium Golf Pty Ltd paying the cost of shipping. Lithium Golf Pty Ltd recommends buyer fully insure any return shipment in case of loss or damage in transit. Buyer shall use a carrier that can provide buyer with tracking numbers and proof of delivery. If buyer needs assistance with shipping Battery(ies) to Lithium Golf Pty Ltd for warranty evaluation, Lithium Golf Pty Ltd may require a deposit of AU\$250 to cover the cost of return shipping and diagnosis. Any shipment which arrives damaged or without a Technical Support Request (TSR) will be refused or held at the warehouse until buyer pays for return shipping or files an insurance claim.

#### **6. WARRANTY DISCLAIMER**

This warranty is in lieu of, and Manufacturer disclaims and excludes, all other express warranties. Manufacturer further limits the duration of all, whether statutory, express or implied warranties, including, without limitation, any warranty of merchantability or fitness for a particular purpose, to the Warranty Period.

Manufacturer's exclusive liability for breach of any warranty on the Product shall be to replace the Product within the Warranty Period in accordance with the terms of this warranty. In no event shall the Manufacturer be liable for any loss or damages of any other kind, whether direct, incidental, and consequential including lost profits, exemplary, special or otherwise, including any lost profits or removal, shipping, or installation expenses.

EXCEPT FOR THE WARRANTY SET FORTH ABOVE, SELLER MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE GOODS, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; OR (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE

MANUFACTURER

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