

Battery Returns Information

April 2021

Guidance for customers

Warranties are non-transferable and will become void if product(s) are sold to another party during the warranty period. No guarantee claim will be actioned without a dated proof of purchase.

Please Be Advised That Our Warranty Does **Not** Cover:

- Flat batteries that can be recharged to an acceptable level.
- Cost for recharging or use of rental products or vehicles.
- Labor costs for products removal and installation.
- Damage as a result of charging system failure, negligence, accident or incorrect installation.
- Loss of time, loss of vehicle use or other incidental or consequential damages.
- Failures which occur outside the UK.

Warranty covers manufacturer defects only and is not valid for the following examples of incorrect use of the battery:

- Sulphation
- Over/under charging
- Periods of idling
- Customer misuse E.g. incorrect application and / or incorrect set up

What is the return procedure?

- Before confirming product failure our staff are required to test the battery for faults.
- Should the battery show signs of misuse or damage such as cracked casing, damaged or dented terminals, scaring or arcing and swollen casing, we reserve the right to require further information before continuing with the testing process.
- Once the return has been accepted by our staff, the customer will receive a proof of return receipt to keep for their records.
- Within the following days our staff will arrange for the battery to be sent back to our supplier for further investigation. Only when our supplier confirms there has been a manufacturing fault, a refund will be issued to our customer.

KM Parts Group has the right to cancel the warranty claim should the battery fail on any of the criteria listed in above.

Statutory rights are not affected by this policy.



Battery Returns Information

Returns Form

Customer contact details

Account Number	
Name	
Contact information for Cash Sale customers only	
Address	
E-mail	
Telephone	

Sales information

Part number	Description	Qty	Invoice Number

Action Details (please tick appropriate box)

Warranty	<input type="checkbox"/>	Canceled order	<input type="checkbox"/>
Wrong part requested by customer	<input type="checkbox"/>	Wrong part ordered by operative	<input type="checkbox"/>
Other (please provide details)			

Warranty information

Please describe the fault in detail & attach any additional information/evidence to support the claim.
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Action Details (please tick appropriate box)

Internal information for office use

Customer Return Ref		Customer Credit Ref	
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