

CLAIM PROCEDURE

The following procedures must be followed in respect of claims arising.

- Customers must provide the original invoice as proof of purchase.
- To expedite the claim process, customers are encouraged to visit the branch where the battery was originally purchased.
- In the event of a defective battery, our specialists will perform a thorough diagnosis. If a fault is confirmed, a mandatory Job Card will be issued, and the battery will be scheduled for a charging period of 12-24 hours, subject to variations due to load shedding.
- Our battery specialists will reach out to the customer within two days of the battery being charged to provide an update on its condition, using both telephone and WhatsApp for communication.
- A loan battery may be provided during the evaluation period. A holding deposit is required: R500 for batteries under a 6-month or 1-year warranty, and R1000 to R2000 for batteries under a 24-month warranty. The deposit will be refunded via EFT to the customer's ABSA Bank account upon return of the loan battery.
- If the battery is not collected within seven days, the customer will forfeit both the deposit and the warranty.

