

Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this manufacturer's warranty may be sought from Bosch. To enquire how to make a claim for reimbursement for costs incurred in submitting a warranty claim, please call 1300 307 040 in Australia or 0800 452 896 in New Zealand. Documentary evidence in support of such claim will be required.

#### Deadlines for Submitting Warranty Claims

Bosch aims to rectify genuine quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent re-occurring warranty failures. It is therefore critical that all warranty claims are promptly submitted to Bosch by the end of the warranty period. Bosch requests however that returns are made no later than 30 days after becoming aware of any defect or in order to assist Bosch to maintain its strict quality controls.

#### Packaging

Products do not need to be returned with the original packaging to make a warranty claim.

#### Product Liability and Product Safety

Bosch should be informed immediately about any potential product safety concerns within and outside the warranty period. Bosch is well aware of its product liability and product safety obligations and responsibilities. It is Bosch's aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in any Products.

#### Privacy

Bosch is required (or in the case of a Workshop, may be required) to seek personal information from an end-user or Workshop who seeks to make a claim under this warranty.

Such personal information may be used by Bosch and/or any service dealer who is authorised to process warranty claims and/or carry out warranty repairs on behalf of Bosch ("Warranty Authorised Service Dealer") for the purpose of processing such warranty claim and also for the provision of customer support and further information about Bosch's products and services (Purpose).

If an end-user or Workshop does not wish to provide Bosch and/or its Warranty Authorised Service Dealer with personal information, Bosch may be unable to process the end-user's or Workshop's warranty claim or to provide the end-user or Workshop with additional customer support, services and information.

Bosch is committed to protecting the privacy of personal information and will act in compliance with applicable privacy laws, including the National Privacy Principles under the Australian Privacy Act 1988 (Cth) (as amended) and New Zealand's Information Privacy Principles described in the Privacy Act 1993 (NZ).

Bosch takes security measures in order to protect any personal information collected in the warranty claim process against manipulation, loss, destruction, access by unauthorized persons or unauthorized disclosure.

Bosch will not disclose any personal information to third parties other than for the Purpose or except as required by law.

An end-user or Workshop has the right to access the personal information Bosch or its Warranty Authorised Service Dealers hold about them. The end-user or Workshop can request to see, change or modify the personal information held about them, or withdraw consent for its usage, by contacting Bosch at the Bosch Contact Details below.

#### Bosch contact details:

This warranty is offered by Robert Bosch (Australia) Pty Ltd (ACN 004 315 628) of 1555 Centre Road, Clayton, Victoria 3168. Please call Robert Bosch (Australia) Pty Ltd if you have any queries in relation to this warranty. 1300 307 040 if in Australia or 0800 452 896 in New Zealand

#### Warranty periods:

The warranty periods for the Products vary according to the particular class. Batteries are warranted for the following periods:

Battery Type	Period
SM Mega Power Plus	36 Months
SM Mega Power Silver	36 Months
EFB - Enhanced Flooded Battery	24 Months
ST Hightec AGM	36 Months (Normal Use) 24 Months (Stop/Start Use)
Truck/Commercial/Industrial/ 4WD/Deep Cycle	12 Months
Marine/ Deep Cycle/ VRLA	24 Months (High Cycle Marine) 12 Months (Deep Cycle & VRLA)
Taxis (all batteries)	3 Months

#### Robert Bosch (Australia) Pty. Ltd.

1555 Centre Road  
Clayton VIC 3168

For further information please contact

Bosch on:

Australia **1300 30 70 40**

[www.boschautoparts.com.au](http://www.boschautoparts.com.au)

New Zealand **0800 452 896**

[www.boschautoparts.co.nz](http://www.boschautoparts.co.nz)

## Bosch Batteries Driven by Reliability Warranty Card



Passenger Vehicles



Light Commercial  
Vehicles



4X4 & SUVs



Trucks & Buses



Marine

# Bosch Battery Warranty

## Voluntary Repair or Replacement Warranty

Applicable for purchases of specified automotive aftermarket products after 1st June 2018.

All Bosch automotive aftermarket parts are carefully checked, tested and are subject to the stringent quality controls of Bosch Quality Assurance..

### Important Note: Consumer Protections

If you have purchased your product in Australia, you should be aware that:

- ▶ This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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.

If you have purchased your product in New Zealand, you should be aware that:

- ▶ This warranty is supplemental to any other rights and remedies you have under the Consumer Guarantees Act 1993 NZ, unless your purchase is made for commercial purposes, in which case Bosch excludes all consumer guarantees implied in the Consumer Guarantees Act 1993 NZ in respect of your product.

(A reference to “Bosch” in this Voluntary Repair or Replacement Warranty is a reference to Robert Bosch (Australia) Pty Ltd, unless from the particular context it is obvious that it is being used as a trade mark or brand name.)

## Warranty

Bosch warrants, at its option, to repair or exchange those particular classes of automotive aftermarket products specified in the product table on the last page of this warranty (Products) if such Products are faulty or defective in manufacture or materials during the relevant Product warranty period. This warranty is provided for the benefit of persons who purchase and fit the Products (“Workshops”), and of end-users of the Products, in Australia or New Zealand.

Repair or replacement under this warranty does not extend to repair or replacement, or any cost of replacement, of consumables or accessories incorporated into or supplied with the Products (for example, bearings or brushes).

This warranty only covers repair or replacement of the defective Products. It does not cover:

- ▶ any costs incurred by the Workshop or end-user in normal or scheduled maintenance of the Products; or
- ▶ any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses arising from breach of this warranty. Any Workshop or end-user concerned with this exclusion should consider the “Important Note: Consumer Protections” above.

## Warranty Periods

- ▶ The warranty periods for the Products vary according to the particular class. The respective warranty periods are specified in the product table on the last page of this warranty.

In each case, the warranty commences with effect from:

- ▶ the date of purchase of the relevant Product by the Workshop or the end-user of the Product (as the case may be); or
- ▶ in the case of test equipment (excluding spare parts), the date of installation or three months after the date of purchase, whichever occurs earliest.

It ends at the expiration of the time indicated for the Product in the table at the end of this voluntary warranty or, in the case of a Product for which another measure is also specified to define the length of the warranty period (for example, number of kilometres), it ends at the expiration of the specified time period or at the time when such specified measure of use is reached – whichever occurs first.

## Warranty Conditions

This voluntary warranty is subject to the following conditions:

- ▶ The warranty is not transferable and is only offered to the original Workshop or end user of the Product (as the case may be).
- ▶ Where a Product or part thereof is replaced or repaired under this voluntary warranty, the balance of the original voluntary warranty will apply. The replacement Product or product does not carry a new voluntary warranty.
- ▶ The warranty does not extend to any Products that have been completely or partially disassembled.
- ▶ These warranty terms cannot be amended except in writing by an authorised officer of Bosch.
- ▶ The warranty only applies to Products purchased by a Workshop or an end-user in Australia or New Zealand from Bosch or from a reseller where the Products have been originally sold by Bosch.
- ▶ Any claim made under this voluntary warranty must meet the requirements set out below in the “How to Make a Warranty Claim” section.

## Warranty Exclusions

This warranty will not apply to a defect or fault to the extent to which it arises:

- ▶ due to storage, handling or installation of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care;
- ▶ due to operation, use or maintenance of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care;
- ▶ due to accidental damage or to use of the Products for a purpose or in environmental conditions for which the Products were not designed or sold, or use of the products outside the specified or normal operating ranges for such Products;

- ▶ as a result of changes which occur in the condition or operational qualities of the Products due to climate or other environmental influence, foreign material contamination or water entry or as a result of exposure to excessive heat or solvents;
- ▶ from normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Products (for example, bearings or brushes) or where the damage is only to surface coating, varnish or enamel;
- ▶ as a result of repairs, alterations or modifications to the Product which have been performed by a third party;
- ▶ from the use of any spare parts not manufactured, sold or approved by Bosch in connection with the repair or replacement of Product, or
- ▶ as a result of any other defective or malfunctioning parts in the vehicle in which the Product has been installed.

This voluntary warranty does not apply to damage caused by continued use of a Product after it is known, or would have been known with regular servicing, it is defective.

## Wrong Deliveries and Transit Damage

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be directed to Bosch’s Customer Service line in Australia on 1300 307 040 or in New Zealand on 0800 452 896.

## How to Make a Warranty Claim

If a Product fails within the warranty period, the Workshop or the enduser must stop fitting or using the Product or the vehicle in which the Product is stored (as the case may be) until the Product is returned or made available for assessment.

The Product must be returned to the place of purchase (which in the case of a fault or defect identified after installation, may be the Workshop which fitted the Product) for assessment before the end of the Warranty Period (see Deadlines for Submitting Warranty Claims below).

Where this is not practicable, or further warranty support is required, please call Bosch on 1300 307 040 (within Australia) or 0800 452 896 (within New Zealand). Alternatively, for claims in Australia, you can post details of your claim to Robert Bosch (Aust) Pty Ltd, Attn AA Warranty Department, Locked Bag 66, Clayton Sth, 3169. Claims received by post will take longer to process and we encourage you to call us first. Bosch may refer you to one of its Bosch Warranty Authorised Service Dealers.

In all cases, the Workshop or end-user must provide proof of purchase, and any other details or evidence reasonably requested by Bosch or the supplier of the Product to substantiate the warranty claim.

## Costs of Submitting a Warranty Claim

For invalid claims under this voluntary warranty, Bosch will not be liable for the end user’s or the Workshop’s costs in making the warranty claim, including transport or return freight. In respect of valid claims under this voluntary warranty, the Workshop or the end user (as the case may be) will not be charged for costs associated with making a warranty claim, including warranty processing costs, the cost of replacement parts or freight.