



Terms and conditions

We encourage all new and existing clients and users of our products and services to read this terms and conditions statement carefully before using our services, products, and website together with our privacy statement. By accessing our website and transacting with us you signify your agreement to these terms and conditions.

All batteries supplied by us are warranted to be free from defects in material and workmanship and manufactured in accordance with our specifications.

The warranty period starts from the invoice date engraved onto the battery for the period specified by the distributor for a period between 6 – 24 months. When you purchased your new Maxim or Monbat battery, we recommend that it be registered online at <https://batteryprogeorge.co.za/maxim-monbat-batteries/#warrantee> to activate your Battery Pro warranty. Please retain the proof of purchase for verification purposes when claiming on warranties.

We will repair or replace the battery upon satisfactory proof of claim.

Warranty of a battery is defined as its failure to reach at least 60% of its rated capacity.

If a properly maintained battery fails to meet 60% of its rated capacity, cost for replacement equipment installation, material freight charges and travel expenses of Battery Pro George representatives will be the responsibility of the purchaser.

The following warranty conditions apply to batteries purchased from Battery Pro:

Conditions:

1. The battery must be returned to the nearest Battery Pro branch on the purchaser's costs within the warranty term and the purchaser must exhibit satisfactory proof of purchase of the battery at a Battery Pro branch.
2. The warranty does not cover batteries that was neglected abused, improperly used or mis-applied, over / under charged.
3. The warranty will be invalid if the date markings on the battery were defaced / altered.
4. The warranty will be invalid if the battery does not comply with the vehicle's manufacturer's official specified ampere hour – or other relevant capacities.
5. Each battery must be the proper size, design, and capacity for its intended application.
6. No battery warranty for over-the-counter sales, unless the alternator and vehicle information is verified within 7 days of battery purchased and noted by Battery Pro personnel on the original invoice.
7. Warranty invalid if automotive battery used other than for automotive applications. Solar batteries must be used for solar installations.
8. The warranty on the replaced/repaired battery shall extend from the original purchased date and not the replacement / repair date.



Limitation of liabilities

Battery Pro George shall not be liable for, and the user indemnifies and save Battery Pro George, its owners, employees, contractors, and other relevant stakeholders harmless from any claims and liabilities arising directly or indirectly from special, incidental, indirect or consequential damages to any automotive – or other component of equipment powered by batteries and / or equipment supplied and installed by us and any devices, components and equipment used to access our websites. You indemnify us from damages, losses and injuries caused by any one of Battery Pro George's owners, employees, contractors, and all third parties while using / accessing any of our physical facilities and online (internet) facilities.

Battery Pro George does not promise that goods and services will always meet our customers' expectations, and we will go to great lengths to give the best possible products and services

Validity

This Terms and Conditions Statement replaces all previous similar statements and is valid from 2021/09/20, and updates will be posted on our website, being <https://batteryprogeorge.co.za> currently.

In the event of one or more terms and conditions being illegal, it will not adversely affect or void any other term, condition, indemnity and disclaimer contained in this document.

The following are the current products which the Battery Pro George trading terms and conditions apply.

MAXIM Calcium / Calcium Technology batteries

All batteries are sold with a 2-year warranty.

Golf cart batteries need to be fully charged before it is stored for extensive periods of time.

MONBAT Batteries

All batteries are sold with a 18 month warranty.

RECYCLED Batteries

All batteries are sold with a 3-month warranty.

Solar Batteries for Inverters

1. Batteries will be warranted for a period as stated by the manufacturer – 1 year from original invoice date unless otherwise specified.
2. This warranty only covers failures due to faulty design and or components failures done by the manufacturer.
3. It is however the customer's responsibility to maintain the equipment as specified in the maintenance manual.



4. A battery warranty for does not cover the equipment against operations outside the specified electrical parameters, improper environmental conditions, high room temperatures and lack of ventilation caused by high levels of dust contamination.
5. Premature failure of batteries, due to over cycling or high temperature cannot be warranted due to unknown conditions of charging.
6. Battery Pro George will under no circumstance take responsibility for batteries supplied by other suppliers operating with our equipment.

All other products and consumables

No warranty applies, outside of possible manufacturers' warranties.

This document will be updated with new products and services' details when required.

Exclusions of warranties

1. **DISCHARGED BATTERIES.** A reasonable time must be allowed to recharge the battery in order that it may be tested. (10~14 working days). Kindly enquire about the availability of temporary replacement batteries in store.
2. Should a teardown reveal the presence of "white" sulphation – the obvious result from **inadequate charging** the claim will be disallowed.
3. **EMPTY BATTERIES.** There are only three ways that a battery can lose electrolyte. Physical damage in any way to the battery is not a factory fault.
 1. A hole or crack in the casing and the electrolyte leaks out.
 2. Over-voltage during the charging process - either by the regulator failing on the alternator or using an unregulated battery charger. Most modern battery chargers are microprocessor controlled, they are very simple to use, safe to be left connected to the battery for long periods of time and are inexpensive. The use of Automatic "intelligent " battery chargers are encouraged , especially on sealed batteries and will in fact enhance the life of a battery with regular use.
 3. If a battery has been left discharged for a long period of time, the sulphation process inhibits the charge process. It causes a build-up of heat because of high resistance which causes the battery to convert electrolyte to a gas which results in the subsequent loss of electrolyte through the calibrated as a prevention for explosions. In some instances, should the charge rate be too high, then the condensation chamber might not have the capacity to process the high volume of hydrogen and oxygen and the battery can explode as well.
 4. NOTE: when a battery charger is connected permanently to a battery, (e.g., standby or back-up application), then only a **CONSTANT VOLTAGE CHARGER** may be used. If not, the battery will lose electrolyte due to gassing.
4. **DAMAGED CASINGS AND BROKEN TERMINALS.** Physical damage in any way to the battery is not a factory fault.
 1. Always check that terminals are tight. Loose terminals are a common problem which causes arcing or flashing and results in the terminal or post being burned off.
 2. The same situation when a vehicle is being jump started with jumper cables. Ensure that connections are tight and safe.
 3. When attaching cables to the terminals, do not over tighten. When using the thread type terminal, the maximum torque permissible is 18 – 20 Newton meters.



5. **Full data logging** is required for batteries used for Solar, Standby, Back-up and Telecom applications with the following details from installation date:
1. Site Temperature.
 2. Charging Parameters.
 3. Cycling parameters

Warranties may be voided in the case of charging parameters vs. battery specific data that cannot be supplied for these specific applications.

Warranty of General Inverters, UPS's, and other electrical equipment

Battery Pro George will honour all product warranties for the periods indicated below, subject to the conditions mentioned in below forum.

All back-up power equipment supplied by us are warranted to be free from defects in material and workmanship and manufactured in accordance with our suppliers' specifications. Should a claim arise, the following is our limited product warranty policy.

Warranty periods are determined by the manufacturers of supplied equipment and may vary from 12 to 24 months.

Warranty approval can only be decided by the respective supplier's / manufacturers' service department; faulty units will be dispatched to the respective supplier's service department, and we endeavour to provide feedback to our affected client within a reasonable time. Repairs and replacements are subjected to the time required by the respective service departments to return the repaired / replacement units.

The following causes will be excluded from warranties:

Water damage.

The unit will have to be checked internally and externally.

Presence of dirt and soot inside the unit.

Soot is the most common cause of failures, as it contains carbon which conducts electricity and will cause damage to the electronic components.

Reverse polarity.

Reverse polarity is when the negative battery cable is connected to the positive Multi terminal and vice versa. In general, this is not purposefully mixing the cables, but reverse polarity is caused by a wiring mistake or wrongly labelled cables. Reverse polarity can usually only be detected by a repair agent.

Lightning strikes and power surges

Lightning strikes and power surges are not always evident. This can usually only be detected by a repair agent. But in most cases the customer will tell you about it, or more electrical devices in the same building would have suffered damages at the same time.

Insects and other pests.

Even insects and rodents can get into the unit and cause an electrical short circuit. In most cases they are visible after opening the unit and when closely inspecting inside.



Age of unit.

Any unit older than 1 year, or longer if specified, from date of invoice does not fall under warranty. In some cases, we may offer to cover older units under warranty, but only upon conformation from the service department. In these cases, the service department can sometimes offer a replacement unit for a discounted price.

Mechanical.

Damages can be anything from clearly dented cases, covers and other components, to accidental holes drilled into the units' casing, and essential internal parts. Another item that gets easily damaged is the AC and DC connectors. The bolts and screws that make up these connectors are made of copper and other metal material and may fail (strip) when excessive force is applied when tightening.

Call-outs and Site Visits

Call-out: Our Technical Consultant may be contacted to supply and install a battery for your vehicle free of charge and in a safe and non-hostile environment withing a 50km radius of George during office hours. After hours an standard call-out fee of R250 will apply plus km's if more that 50km from George. For further locations a call-out fee will be communicated accordingly.

Site Visit 1: Site visit by our Technical Consultant to inspect power requirements and to establish if what was quoted to the client will satisfy the client's needs, also to establish the location of where goods will be installed and if there will be additional or special works to be added on quote. The is based on a 50KM Radius of Battery Pro George. For further locations a quote will be communicated accordingly.

Installations

Vehicles:

Battery Pro George will install the battery purchased for your vehicle according to the correct installation protocol and upon payment of the invoice.

Inverter systems:

Battery Pro George will install the Plug and Play type inverter and batteries purchased for your system(s) upon payment of the invoice. Our Technician will NOT install the inverter system paid for to the client's DC feed. Battery Pro George will spend up to 1 x HRS on site free of charge to install the plug and play inverter. The Battery Pro George technician will use his own discretion if it will be possible to carry out the work himself or if the client will need to contract a qualified electrician, for the clients cost. If the Maximum of 1 hour is passed, you will be informed to either pay additional, or contract an Electrician.

Battery Pro George always endeavours to assist our clients with the best suited solar or backup designs. Unfortunately, we don't always receive enough information to quote and or complete the correct design due to lack of information from the clients especially if only asked for components.

Programming and setup of equipment is done according to information supplied by the client and not what is always required for the system to function properly. It is therefore very possible that your site may not function properly, and we cannot guarantee the correct functionality due to site and setup unknowns.



Returns and Exchange Procedure

Prior authorization is required from Battery Pro George Management before any goods will be accepted as returns, exchanges or for repairs.

No goods will be accepted by our drivers as returns/repairs without prior authorisation from Battery Pro Management.

Note

Should management approve the return of incorrectly purchased goods (other than warranty claims), the following will apply:

- Goods returned before 7 days: 25% Handling Fee will be charged to all our customers.
- Goods returned after 7 days: 50% Handling Fee will be charged to all our customers.
- Goods returned after 30 days: Goods will not be accepted.

Credit notes

Credit notes will only be issued once goods have been tested by our technical department and no fault was found.

Credit notes may take between 5~7 working days.

Refunds

For any refunds requested there will be a 10% admin fee charged.

Jurisdiction / governing law

Battery Pro George operates under the jurisdiction of South African laws.

Contact Information

Battery Pro George's contact information will be as per our official website, being <https://batteryprogeorge.co.za>.

We are located at 27 Albert Street, George-South, 6529.

We may be contacted at telephone number 067 837 2896 and e-mail address george@batterypro.co.za.

We welcome your feedback to help us continually improve our services to you!

Yours sincerely,

Battery Pro George, George - team.