

LIFE WITH SOME* LIMITS

While we take great pride in making sure our products stand the test of time in the most remote places you could take them, there's always a chance for things to go wrong. Before that happens, why not spend a few minutes registering your product with us so you can enjoy a streamlined warranty service should you ever need to make a claim.

Visit: hardkorr.com/pages/product-registration

HARDKORR

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 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.

For customers in New Zealand, our goods are supplied in accordance with the Consumer Guarantees Act 1993 (CGA). When used for personal, domestic, or household purposes, the CGA guarantees that the product will be of acceptable quality, fit for purpose, and free from defects. If this product does not meet those guarantees, you are entitled to remedies including repair, replacement, or refund. These statutory rights cannot be excluded.

Hardkor warrants that this product will be free from defects in material and workmanship for the period we specify. The warranty commences on the date of purchase by the original purchaser, and is not transferable. To access the benefits of this warranty, you must retain your proof of purchase and follow any other direction we reasonably give you.

TO BEGIN A WARRANTY CLAIM

If you believe your Hardkor product is defective, it must be returned to us for inspection by our warranty claims department.

You must have a Return Authorization (RA) number. To get your RA number, please complete the form found on our website and wait for the warranty team to contact you.

Once you have an RA number, you must arrange and pay for the product must be shipped back to us (keep your receipt). The address for shipment will be provided when we issue your RA number. Please be sure that your RA number is clearly marked on the outside of the packaging used for shipping.

Completing the steps as mentioned will ensure we can process your claim quickly and get your product back to you as soon as possible.

Once we receive your returned product, our technicians will inspect it. We will then notify you of the outcome of your claim.

If we accept your warranty claim, we will either repair, replace or refund the goods at our discretion. We will also reimburse you for the shipping costs you incurred in sending the goods back to us. Any products that we choose to replace or refund become our property.

If we do not accept your claim, we will advise you of the reason and hold your product for collection. You will need to arrange and pay for the product to be shipped back to you. If it is not collected within 30 days of your warranty claim being finalised, we may destroy it.

Your warranty is voided if we (at our sole discretion) determine that there is evidence of:

- Negligence: Improper installation, improper or extreme use, use that contravenes this instruction manual, etc.
- Abuse: Road hazards, Damage beyond the limits of "normal wear and tear."
- Unauthorized Repair: Repair service performed by an unauthorised service centre.
- Disassembly: Any attempt to open, tamper with or otherwise compromise the integrity of the product.
- Consequential damage: damage to this product caused by the failure of another component of the vehicle or device in which this product is installed.
- Exterior Finish: Hardkor uses the highest quality materials available, but depending on location, environment and exposure, the colour of exterior surfaces can fade. We will not approve any warranty claims that relate to fade.

ADDITIONAL TERMS FOR BATTERY PRODUCTS

Incorrect charger: The use of a battery charger that is not suitable for lithium batteries i.e. does not have a lithium battery charge profile.

Under bonnet use: Using this battery under the bonnet of a vehicle.

Overcharge/over-discharge: Charging or discharging your battery at a rate higher than those stipulated in the Specifications table of the instruction manual.

Water ingress: your battery is not designed to be installed in an area that is subject to water ingress.

DISCONTINUED PRODUCTS

If a discontinued item is still inside the warranty period it may be replaced by an equivalent item. If an equivalent item is not available, we will determine terms of resolution on a case-by-case basis.

THIS PRODUCT IS COVERED BY A 5-YEAR LIMITED WARRANTY

Our Black Series batteries are covered with a 3-year replacement warranty, and a 2-year pro-rata, thereafter. If, after 3-years your product is deemed faulty by Hardkor, you are entitled to:

Purchase a replacement at: **RRP (at time of sale) x (1 - (Months remaining in warranty / 60))**

Or, a refund, valued at: **RRP (at time of sale) x (Months remaining in warranty / 60)**