customLITHIUM

Warranty Terms

At Custom Lithium, we take pride in delivering high-performance, durable, and safe LiFePO4 lithium batteries for various applications. To ensure confidence in our products, we offer a comprehensive warranty that reflects our commitment to quality and reliability.

Warranty Coverage

We warrant that our products will be free from defects in materials and workmanship under normal use & service for a period of 5 years from the date of purchase on batteries and 3 years on portable. If a technical issue arises with one of our products, customers are encouraged to contact our support team immediately for expertise product support and guidance.

Custom Lithium provides a **7-year full warranty** for all LiFePO4 batteries purchased on or after January 1, 2025. For batteries purchased before this date, a 5-year full warranty applies, this excludes portable batteries, which have a 3-year full warranty. This warranty covers defects in materials and workmanship under normal usage conditions.

Warranty Terms:

1. The warranty period begins from the original purchase date and is applicable only to the first owner.
2. It covers manufacturing defects and material failures but excludes normal wear and tear, misuse, and accidental damage.
3. Batteries must be operated within the specified guidelines for charging, storage, and environmental conditions.
4. Any unauthorized modifications, tampering, or repairs will void the warranty.
5. The warranty does not cover issues caused by external factors, such as water damage, excessive vibration, or exposure to extreme temperatures outside recommended limits.
6. A valid proof of purchase is required to initiate a warranty claim.

Consumer Protections

If you have purchased a product from us, you should be aware that our warranty is provided in addition to other consumer rights held by Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the 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.

Warranty Claims Process

If you encounter an issue with your Custom Lithium battery that falls under warranty coverage:

1. Visit our service request page or contact us via phone (07) 3519 4220 with a description of the problem and proof of purchase.
2. Our technical team will assess your claim and may request further diagnostic details.
3. If the claim is approved, we will determine whether the battery will be repaired or replaced at our discretion.
4. The customer may be responsible for shipping the battery to our service centre for inspection.

Please note that it is the customer's responsibility to arrange the return of the items for an alleged fault or warranty claim unless where the item has been damaged in transit/delivery to the customer. If the product is found to fall under the terms of our warranty, Custom Lithium will repair or replace the unit, and also refund the cost of the freight.

Please retain your receipt when booking the warranty return so that Custom Lithium can process your refund and return the battery to your nominated shipping address.

We strive for a satisfactory outcome and fast turnaround to get you up and running again as quickly as possible.

*Please Note: Vehicle Specific Battery Installations are recommended to be completed by a qualified auto electrician. *Due to some alterations maybe required, depending on individual vehicle model variations**

Warranty Exclusions

This warranty does **not** cover:

- Improper installation or usage that deviates from specified guidelines.
- Physical damage resulting from impact, fire, or accidents.
- Exposure to water, chemicals, or excessive humidity beyond rated specifications.
- Overcharging, deep discharging, or incorrect storage practices.
- Third-party alterations or modifications to the battery.

Customer Support

We are dedicated to providing superior customer service. If you require assistance with your battery or have any technical questions, please reach out to **Custom Lithium Support** at [insert contact details].

For further details, visit our website: www.customlithium.com.au

Table of Products and Warranty Periods

Product / Product-Family	Warranty Period
12v Ultra Slim Lithium Batteries	7
12v Slim Lithium Batteries	7
12v Compact Lithium Batteries	7
24v Compact Lithium Batteries	7
12v Portable Batteries	3
Custom Designed Lithium Batteries	7