

Kingsway Tyres Ltd -Battery Warranty & Claims Policy

Introduction

"Kingsway Tyres Ltd (KTL) endeavors to provide quality products and services that meet the customer expectations in line with our mission of working with respected partners to promote quality products, services and solutions in the tyre industry by embracing technology through a highly trained, motivated and professional team, while surpassing stakeholder and customer expectations.

Please review the rights and obligations carefully.

KTL warrants all batteries under its portfolio to the original retail purchaser with a valid original invoice copy and is valid till 12 months from the date of invoice on **pro-rata basis**

In case the original invoice is not presented the warranty is deemed null and void.

● This Warranty Does Not Cover:

1. Discharged Batteries that can be recharged and returned to service
2. Cost of recharging or use of rental batteries or vehicles
3. Labour costs for battery removal and installation
4. Damage due to charging system failure, negligence, abuse, accident, improper installation or freezing.
5. Repair on the battery and any physical damage on the battery
6. Spillage of electrolyte or gassing
7. Over discharge caused by battery overload
8. Overcharging or undercharging caused by vehicles alternator
9. If Vehicle Make / Model & Mileage details are not captured on the sale document.
10. Batteries sold on Take Away – Warranty shall be void if the above details of point number "9" are not captured in the sale document within 48 hours of the sale of the Battery. (stamped and signed by the branch on customer copy)

● Warranty Policy

1. **No warranty will be honored without original invoice/cash sale from the customer (Invoice reprints are forbidden unless with express authority from the Battery Manager or/and the Chief Sales Officer.**
2. **Always ensure you retain the old invoice attached to the claim form at the branch and submit it for audit purposes to the department.**
3. **Warranty will be honored and calculated on pro rata basis .Prorata adjustment is calculated as: the cost per month of use, based on the invoice price divided by the total months of warranted period.**
4. **Warranty will only be honored if the Vehicle Make, Model and Mileage details are captured on the Sale Document.**
5. **Warranty for take away batteries is only valid if the required details of the vehicle are captured in the sale Document.**

Pro-rata will be adhered to as follows provided that the cause of failure is not user related battery is **ONLY** replaced due to manufacturer's defects.

- **0-3months – 100%**
- **4-6 months -50%**
- **7-11months-40%**

No battery will be replaced on spot check, a battery should be booked in claim form for 2days, fully charged, diagnosed and a full report issued, within 48 hrs at most.

- 6. All warranty replacements have to be approved and signed for by the Battery manager or/and the Chief Sales Officer**
- 7. Any battery replaced 100% warranty continues from the first date of sale of the previous invoice.**
- 8. All batteries replaced under warranty remains the property of KTL**
- 9. Always use the indelible mark pens to label on the battery the date of purchase and the invoice number on the battery.**
- 10. Develop a system and ensure all the stock batteries at the branch are charged for minimum 4 hours.**

***ANY STAFF WHO FAILS TO ADHERE TO THE ABOVE POLICY SHALL TAKE RESPONSIBILITY TO REPAY THE PRODUCT COST WHICH SHALL BE CHARGED TO HIS ACCOUNT.**

KINGSWAY TYRES

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