



Consumer Product Warranty

Clean Portable Power Pty Ltd (CPP) provides the following warranty in relation to Amptron products.

CPP & Amptron

Clean Portable Power Pty Ltd. is an authorised distributor of Amptron. Amptron offer a manufacturer's warranty on products and in the first instance the customer should contact support Amptron with any warranty enquiries.

Manufacturer

AMPTRON® warrants each AMPTRON® branded battery sold by AMPTRON® or any of its authorized dealers or distributors worldwide, to be free of defects from the date of sale for **4 years**. The warranty period starts at the time of purchase. If the original receipt is lost, the warranty will be based on the battery date code. The warranty covers failure due to defects in material or workmanship. Subject to the issues listed below, AMPTRON® will repair or replace the battery and/or parts of the battery if the components in question are defective in materials or workmanship.

Warranty Procedure:

In the unlikely event your battery fails, we will arrange to get it back to one of our labs to assess the battery and determine the cause of failure to see if it is repairable. If the battery is repairable, it will be repaired at no cost and returned to you. If it is not repairable and the issue was caused by a manufacturer defect, we will replace the battery at no cost. Warranties are non-transferable and stay with the original purchaser of our products. In some cases, your warranty claim may require special order parts and it can take up to 3 months for us to get the necessary parts and components. AMPTRON® is an approved hazmat shipper which is required to ship lithium LiFePO4 batteries. Please do not attempt to return your battery to us, AMPTRON® will arrange shipping for your warranty return.

Not Covered by This Warranty:

Manufacturer is not obligated to warrant the AMPTRON® battery in question, if defects are related to damages caused by abuse/neglect, or from the following: - Damage from shipping, loose terminal bolts or corroded hardware - Manufacturer codes tampering or removal - Failure to properly install the battery, in addition to keeping the battery properly charged and maintained - Incorrect charging or discharging and sulphation - Breakage from collision, fire or freezing—which includes damage from extreme heat or cold, improper storage, water damage. AMPTRON's warranty does not cover spent or worn out batteries or tampering. All bolts must be firmly tightened with a torque wrench and NOT by hand to avoid overheating caused by a loose connection. The warranty does not cover consequential damage or injury, discharged batteries, rental, freight, labour or administrative costs. Warranty replacement or repair will only occur after batteries are returned to base, tested and

battery failure deemed to be a genuine claim.

Non- AMPTRON® Warranties:

AMPTRON® authorised dealers and distributors may offer an additional warranty to the Manufacturer's Limited Warranty. Manufacturer is not responsible for dealer or distributor created warranties or any claims that may arise from said warranties.

Warranty Disclaimer:

Customers should adhere to all AMPTRON® documentation and guidelines. Manufacturer will not be responsible for any expenses related to installation/removal, electrical system tests, battery charging, loss of time or other expenses which should be considered incidental damages, including all shipping charges after the first 30 days of warranty.

There are no returns or exchanges accepted. Our zero return policy is effective at the time of purchase. As always, our commitment to excellent customer service is our top priority. Please contact us if you have further questions about our warranty and return policy. PLEASE NOTE - Customers are responsible for all shipping fee's following the first 30 days of purchases.

General Terms and Conditions

The Australian Competition and Consumer Act guarantees certain conditions, undertakings and warranties in relation to the quality and fit for purpose of products sold in Australia. This statement applies to sales of products that comply with the definition of a consumer sale as defined in the Act:

- 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. 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.
- The benefits provided in this warranty are in addition to any other rights and remedies available under Australian state and federal legislation that cannot be excluded, restricted or modified. Nothing in this warranty attempts to modify or exclude the conditions and warranties as outlined in the Australian Competition and Consumer Act and other Australian laws.
- This warranty gives you additional protection and outlines the preferred approach to resolving warranty claims which will be simplest and quickest for all parties – subject to the terms and conditions outlined below.