

Thank you for choosing RACV Batteries.



The terms and conditions of your warranty

This warranty is given by Royal Automobile Club of Victoria (RACV) Limited (ABN 44 004 060 833) of Level 7, 485 Bourke Street Melbourne VIC 3000. RACV is contactable by phoning 13 72 28.

Consumer guarantees

The benefits given to you by this warranty are in addition to other rights and remedies you have in relation to the goods to which this warranty relates.

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 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

If your battery is found to be defective in material or workmanship (and not merely discharged/flat) during the designated period specified on the front of the invoice, the battery will be replaced free of charge.

This warranty does not cover batteries that fail due to improper charging, incorrect fitment, broken container or cover, damage caused by fire, excessive heat, wreckage, explosion, freezing, damage caused by abuse, neglect or the use of special additives introduced to the battery.

Necessary precautions to prevent any damage to your vehicle are taken during the course of any work being carried out. When required, an Electrical System Memory Protector (ESMP) is used to ensure retention of the vehicle's system memory. Responsibility for damage caused that is not related to the battery fitment cannot be accepted.

Warranty claim procedure

If you need to make a warranty claim, call our team on 13 11 11 and provide your invoice as proof of purchase.

After you've made a claim, we may need to replace your battery at an RACV Auto Care Centre. If you call RACV Emergency Roadside Assistance for help getting to the RACV Auto Care Centre, you'll need to pay for this service unless you hold an emergency roadside assistance subscription.

Caring for your battery

Checking the charge rate

Under or overcharging can reduce the life of your battery, so we recommend asking to have the charge rate checked every time your vehicle is in for a major service.

Charging your battery

Your battery will gradually discharge if driven infrequently or only on short trips. Regularly charging your battery by fitting a battery maintenance charger can help to slow the discharge and keep your battery at optimum capacity, extending its lifespan.

Refer to notes on the Confirmation of Service/Tax Invoice. Any faults recorded on your Confirmation of Service/Tax Invoice document should be confirmed by your repairer prior to the commencement of any repairs.

Resetting your radio code

Replacing your battery may erase your radio code. If this happens, you can reset your radio using the instructions in your vehicle handbook or by getting help from your dealership.

Privacy notice

Here are the reasons why we collect your information, how we disclose it and how you can request access to your information if you need to.

RACV needs to collect your information to create and administer your membership and provide you with road service and other benefits that you may be entitled to under your membership.

RACV collects your personal information to provide the products and services you have requested, to administer and manage the warranty on any products or services purchased and to perform administrative functions including but not limited to invoicing, receipting, debt collection, accounting and handling complaints. The personal information you provide will be used in accordance with the Privacy Act (Cth) 1988.

RACV may disclose your information to and collect it from third parties that we have contracted with to provide services on our behalf, eg. road service and towing contractors, interstate automobile clubs, accommodation providers, rental car providers and mail house providers.

RACV may also use your information to send you material about other products, discounts, special offers, competitions and invitations to special events. You can request not to receive this material by calling 13 RACV.

You can ask for access to any information that RACV holds about you anytime by calling 13 72 28. If you'd like more information about how RACV handles personal information in accordance with the RACV Privacy Charter, you can view or download the Charter at racv.com.au/privacy.

Feedback

Want to share your experience with RACV Batteries? Contact our RACV Motoring Member Relations team at Member_Relations@racv.com.au or visit racv.com.au/contact-us