



Standard Warranty Procedure – Guidance for Customers

Leoch Battery UK prides itself on its excellent standard of customer service and the investigation of issues involving invoking of warranties is no exception.

If you believe you have a claim under your battery warranty please ensure you have completed a Warranty Questionnaire which can be found on page 2 of this document and return the paperwork to Leoch Battery UK. Completion of the Questionnaire enables us to collect all the facts surrounding the claim and ensures that communication between both parties can be as swift as possible. Please do not return the battery until we have been in touch.

LBUK Standard Warranty Procedure:Terms & Conditions

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1. When claiming under warranty please attach your proof of purchase. Failure to do so will delay and may even invalidate your claim. If your item is within its final three months of warranty, please also supply a copy of the original invoice
2. Warranties are non-transferable from customer to customer
3. If your battery is replaced, your warranty period does not refresh and is active from the date of your original purchase
4. The Leoch Battery UK Warranty covers manufacturer defects only and is not valid for the following examples of incorrect use of the battery:
 - Sulphation
 - Over/under charging
 - Periods of idling
 - Customer misuse E.g. incorrect application and / or incorrect set up
5. Leoch Battery UK has the right to cancel the warranty claim should the battery fail on any of the criteria listed in point 4. above
6. Test results from external sources are permissible as proof of operational issues, however this will only be used as a form of information and is not used to provide a result (this can be altered per claim at our discretion). Leoch Battery UK policy requires us to test the battery at our Head Office before confirming battery failure
7. When the claim arrives with our Warranty Department, the battery or batteries will undergo a three point check comprising of a physical examination, an Open Circuit Voltage (OCV) test and an Internal Resistance (IR) test
8. Should the battery show signs of misuse or damage such as cracked casing, damaged or dented terminals, scaring or arcing and swollen casing, we reserve the right to require further information before continuing with the testing process
9. Voltage on receipt of the battery should be at an acceptable level i.e.:

Nominal V:	V range:
12V	12.3 - 12.8V
8V	8.2 - 8.9V
6V	6.1 - 6.7V
2V	2.0 - 2.2V

Warranty Questionnaire

Please complete the fields below and return the document to:Warranty Department. Leoch Battery UK Ltd, Unit B5,Welland Business Park, Market Harborough, Leicestershire LE16 7PS or email warranty.uk@leoch.com , along with proof of purchase and original invoice (if the battery is within the final three months of its warranty). Please do not return the battery until we have been in contact with you.

Personal Information

Name	
Company Name	
Address	
Email Address	
Position within the Organisation	
Product Name	
Part Code	
Serial Number / Batch Code Number	
Warranty Reference Number (Office Use Only)	
Collection Address	

Proof of Purchase / Invoice Number

We cannot process your warranty claim without proof of purchase. If your item is within its final 3 months of warranty, we will also require the original invoice.

Application

Please let us know details of the application in which the batteries are being used (please tick)	Mobility		Golf		Leisure		Marine	
	Automotive		Floor Cleaning		Other- please specify			

System Set-Up / Volts

If you have multiple batteries linked together, please specify if you have them linked in Parallel or Series. If you are using a single battery, please tick Single Battery

Single	Connecting in Series (double voltage, same capacity [ah])	Connecting in Parallel (same voltage, double capacity [ah])

Installation Date (DD/MM/YYYY)	Service Date (DD/MM/YYYY)
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How often and for how long do you charge the batteries?

Daily		Weekly		Fortnightly		Monthly	
Other time period - please specify				Duration of Charge			

Which Charger is being used and what are the charging amps?

Charger Part code	
Charging Amps	
Age of Charger	

Any additional information you wish to provide

