



Bin-Shihon Group Co., Ltd ,
Battery Warranty policy.

The following policy describes the process which will determine whether any Battery purchased from Bin-Shihon Group Co., Ltd or Affiliated companies is eligible for a warranty claim.

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1, Eligibility.

This warranty only applies to the original purchaser of any new Battery sold by Bin-Shihon Group Co., Ltd or Affiliated companies.

Eligible Batteries shall be used on the vehicle on which they were installed and be according to the vehicle manufacturer's terms and recommendations.

2, Warranty Coverage.

This warranty is valid for any Bin-Shihon Group Co., Ltd Battery that was new at purchase and was removed from service due to Manufacturing defects.

The battery is fully guaranteed against manufacturing defects under normal usage within the warranty period as stated.

This warranty applies only to the original purchaser (end user) and is not transferrable to any other party.

Any MF (SLI) Batteries supplied by Bin-Shihon Group Co., Ltd or affiliated companies have a 1-year warranty against manufacturing defects or premature failure from date of first invoice for Passenger vehicles (under normal usage) and 6 months for Commercial vehicles (taxis, shuttle vehicles and couriers, etc.).

Any EFB Batteries supplied by Bin-Shihon Group Co., Ltd or affiliated companies have a 15-month warranty against manufacturing defects or premature failure from date of first invoice for Passenger vehicles (under normal usage) and 8 months for Commercial vehicles (taxis, shuttle vehicles and couriers, etc.).

Any AGM Batteries supplied by Bin-Shihon Group Co., Ltd or affiliated companies have a 2-year warranty against manufacturing defects or premature failure from date of first invoice for Passenger vehicles (under normal usage) and 1 year for Commercial vehicles (taxis, shuttle vehicles and couriers, etc.).

This time period does not represent the expected service life for Batteries covered by this warranty.

Should any Bin-Shihon Group Co., Ltd battery prove defective based on the company test procedures the end user is entitled to a new battery of comparable performance at no charge.

If a battery is replaced under warranty at no charge to the customer, the newly replaced battery will receive the remaining period of the original warranty.

In the event that the second battery fails, the date of sale of the original retail purchase is to be used as the beginning date when calculating months of service.

If the Battery is replaced, then the warranty card must be updated/attached to the original invoice.

3, Warranty Conditions.

The following conditions must be met when presenting a Battery for inspection when making a warranty claim:

1. Submission of evidence of purchasing by a printed/Electronic VAT Invoice Handwritten invoices will be rejected.

2, The Battery and vehicle details, Warranty card, serial number and customer details must match the invoice.

3, The Battery must be produced with the vehicle it was fitted on as mentioned in the invoice.

4, The Battery must be as per specification recommended by the manufacturer for that vehicle.

5, The Battery must fulfill the relevant warranty conditions.

6, In order to make a thorough inspection the user must bring the Battery (with the vehicle) to one of the service center's Authorized or owned by Bin-Shihon Group Co., Ltd or any of their Affiliated companies only.

7, Batteries deemed faulty can be examined by Bin-Shihon Group Co., Ltd or any of their Affiliated companies only. Note that the approval of the defect will be based on a technical report from approved centers.

8, The vehicle the Battery is fitted to must be in a roadworthy condition and pass any relevant checks.

Failure to meet the above criteria will result in a rejected warranty claim.

4, Compensation Amount.

Bin-Shihon Group Co., Ltd will compensate the customer for the Return Battery based on the 1st invoice date when the Battery is purchased by the end user.

The compensation will then be determined by the approved service center.

Any additional taxes, fitment, or other charges in connection with the replacement of the Battery are required to be paid for by the customer.

Bin-Shihon Group Co., Ltd reserves the right to choose the method of settlement, which is either an exchange of the product or a value based on the retail price (excluding VAT) approved by Bin-Shihon Group Co., Ltd or Affiliated Companies.

In cases where it is impossible to compensate the customer by changing the product with the same type of Battery, the customer has the right to receive a product of same size but different manufacturer, or a cash refund.

Any Batteries that have been accepted for a warranty claim and had a settlement paid, becomes the property of Bin-Shihon Group Co., Ltd or Affiliated Companies.

5, Warranty Exclusions.

Batteries that have become unserviceable for the following reason will be rejected for claims and void the Battery warranty. The Below list of reasons for rejection although quite exhaustive is not a complete list for reasons of rejection from Bin-Shihon group Co., Ltd or Affiliated companies:

- 1, The battery and the vehicle (as mentioned in the invoice) is not produced for adequate checking.
- 2, Improper maintenance.
- 3, Improper application and misuse.
- 4, Improper specification for the vehicle the Battery is fitted to.
- 5, Improper Fitting.
- 6, Battery damaged by mishandling or storage.
- 7, Mechanical irregularities in the vehicle such as a Faulty Alternator.

8, Damage due to poor fitment.

9, Damage caused by corrosion, vandalism, or damages caused by contamination (petroleum or any other chemical products).

10, Batteries brought to the warranty center without producing the vehicle for checking.

11, Serial number missing or damaged.

12, No invoice.

13, No Warranty card.

14, Battery Cables in poor condition or Damaged.

15, Faulty charging system.

16, Battery under extreme load due to vehicle modifications or wrong size.

17, The Battery is not accessible to be tested.

18, The charging system is not accessible to be tested.

19, Batteries that have been repaired in anyway.

20, Battery casing swelled and distorted due to overcharging.

21, Battery purchased as used.

22, Serial number/labels Different to the invoice and warranty card, tampered with or altered by notching or buffing.

23, Batteries used on vehicles in racing or special applications.

24, Batteries rendered unserviceable due to any other attachment.

25, Battery discharged due to improper storage.

26, Battery damaged due to excessive Charging.

6, Summary.

This policy is designed to be a guide as to the Warranty procedure for Bin-Shihon Group Co., Ltd.

The above list of reasons for rejection although quite exhaustive is not a complete list for reasons of rejection from Bin-Shihon Group Co., Ltd or Affiliated companies.

Bin-Shihon Group Co., Ltd reserves the right to refuse any warranty claim submitted to them by any customer. If the Warranty claim is refused, then a full explanation will be offered to the said customer with proof if required as to why the claim has been rejected.

Customers have a right to Appeal a warranty claim refusal and will need to ensure the following:

- 1, The vehicle has not been used in any way except to travel to their home residence after the refusal claim.
- 2, The claim has been submitted on or before 5 working days from the date of refusal.
- 3, The customer has emailed warranty@Bin-Shihon.com with a reason why the claim should be authorized with photographic evidence if required.



At this point an assessor from Bin-Shihon group Co., Ltd, or their affiliated companies will then contact the customer and reassess the claim as per the warranty policy.

Each customer can only appeal 1 time per battery warranty claim.

The customer has the right to Complain to Bin-Shihon Group Co., Ltd, if they feel they have been unfairly treated in anyway during any of the above process.

Please submit the complaint to warranty@Bin-shihon.com stating the reason for the complaint and their contact details, at which point this will be reviewed by Bin-Shihon group Co., Ltd and they will respond to the Email within 5 working days.