

## MB CAR BATTERY'S WARRANTY & REFUND POLICIES

### **Warranty:**

1. MB CAR BATTERY provides 12 months of warranty for petrol while 6 months for diesel and/or commercial vehicles accordingly.
2. Warranty claims are only allowed if the battery you purchased falls within warranty period.
3. Customer Request for warranty assistance, first visit will be provided a free Jump-start charging support, if no visible voltage and CCA increase, floating battery will be temporarily provided. Customer battery will be taken for further diagnose.
4. For vehicle that is being left more than 14 days without the engine is being started for the alternator to charge the battery, jump-start request will be charged for RM50.00
5. RM50.00 will be charged for the delivery of good recharged battery to the customer.
6. As an alternative, customer can self-collect the good recharged battery from our nearest shop/kiosk.
7. Once notified, customer is required to collect the good recharged battery within 14 days.
8. Uncollected customer's recharged battery will be disposed after one (1) month of the notification's date.

**Refunds:** Purchases are not refundable and we will not refund or credit for any Product or Service rendered unless credible evidence has been provided to us to prove that you have been wrongly billed or such other circumstances on a "special case" basis as we may decide in our sole and absolute discretion.

Upon Warranty Claim Request :

Following Information:-

- 1) Your Car Registration No
- 2) Copy of the receipt
- 3) Mobile No

\*The warranty claiming procedure may take longer if the customer failed to produce the receipt.

The **MB CAR BATTERY** reserves the right to deny any returns at our discretion.

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