



Three Year Roadside

**Battery
Warranty**

How can we help?

Who is Mondial Assistance?

Mondial Assistance is a specialist assistance company. Our universal approach to assistance—throughout the 33 centres we operate in 28 countries—is ‘How can we help?’.

We currently deliver assistance services to quality automotive manufacturers, health and property services to elderly Australians on behalf of the Federal Government, insurance and medical assistance solutions to the travel insurance and pharmaceutical industries and health insurance for overseas students in Australia.

The Mondial Assistance Australian team now has over 500 talented in-house specialists including mechanics, logistic and property experts, doctors, registered nurses, health information administrators and support personnel.

**For 24 hour Assistance please call
1300 399 983**

**Keep your receipt and this folder in the
glovebox of your vehicle to assist with
any warranty claim.**



 **MONDIAL
ASSISTANCE**

**For 24 hour Assistance please call
1300 399 983**

www.mondial-assistance.com.au

Battery roadside warranty

Mondial Assistance will replace, free of charge, any Mondial Maintenance Free Battery which becomes unserviceable (not merely discharged) due to defect in material and/or workmanship within the following replacement periods:

- passenger car – 36 months
- commercial (4WD, Van etc) – 24 months
- commercial (business use) – 6 months
- heavy equipment – 12 months
- taxi – 3 months
- marine (start/crank) – 24 months
- deep cycle (marine and commercial) – 12 months

and subject to the following conditions:

- the Mondial Battery is within the replacement period as marked on your battery and your receipt
- the Mondial Battery has failed due to defect in material or workmanship as determined by a standard warranty test conducted by Mondial Assistance or our service providers. Mondial Assistance will not accept any battery tests performed by another repairer or manufacturer in determining whether a battery has failed under our warranty.

The provisions of this limited warranty shall do NOT apply to battery failure due to:

- abuse or neglect such as: loose wiring, rusted or corroded hardware, improper installation, neglect, breakage, cracked covers and cases, bulged cases from heat, freezing, fire, explosion, wreckage, exposure to excessive temperatures
- the addition of any chemical
- incorrect charging (undercharging or overcharging), use of the battery in an uncharged condition
- improperly sized batteries
- batteries damaged by electrical equipment
- if the manufacturing or date codes have been destroyed or tampered with
- if there is no record of purchase
- utilisation in an application for which it was NOT designed
- Mondial will not provide a replacement battery where the battery manufacturing or date codes have been destroyed or tampered with or where there is no record of purchase of the battery.

Conditions – Free Roadside Replacement

Free roadside battery replacement is subject to:

- availability of Mondial Assistance service providers in your area
- all previous conditions

- any circumstances beyond our control, including but not limited to, extraordinary delays caused by extreme weather conditions such as snow fall and flooding
- restricted access area requirements
- circumstances reasonably considered to be a force majeure event.

Important information

In the event that battery replacement is not covered under this warranty, you will be responsible for the Mondial Assistance service provider callout cost and new battery if required.

Mondial Assistance is under no obligation under this warranty to replace a battery where your vehicle is immobile in a workshop undergoing repairs, or undergoing mechanical or electrical repairs at your premises.

You are responsible for all costs arising from work or repairs carried out by a Mondial Assistance service provider that fall outside the scope of this warranty.

Liability under this warranty

This limited warranty is your sole and exclusive remedy against Mondial Assistance, the battery supplier and any service provider in respect of defects in your battery, subject to your legal (statutory) rights under Australian laws that cannot be excluded. To the extent those rights cannot be excluded, our liability under those provisions is limited to the replacement of the battery or the resupply of the roadside battery replacement service.

Neither Mondial Assistance, its battery supplier or service providers are liable for any indirect or consequential losses or damage arising out of the provision or failure to provide any benefits and services under this warranty, whether as a result of negligence or otherwise.

Battery tips and safety

When working with or in close proximity to the battery always:

- remove all conductive jewellery i.e. rings, bracelets, watches etc.
- as batteries can give off explosive gases always avoid sparks and flammable sources eg. cigarettes
- seek professional advice before disconnecting or charging a battery
- secure your battery and inspect terminal condition and tightness regularly
- do not attempt to jump start batteries, unless you are sure of the correct procedure
- do not over discharge battery or leave in a “flattened” state
- ensure that your cars alternator charge rate is correct. At a minimum, have it checked at every major service.