



Branded Lithium Battery 12 month warranty

About this warranty

The benefits provided by the Frontier Labs' warranty is in addition to other rights and remedies available to consumers under Australian law.

For customers purchasing outside of Australia, please ensure the following warranty details meet your requirements as we cannot guarantee compliance with international variances in consumer rights outside of Australia.

This warranty covers performance of Frontier Labs branded lithium batteries from the time of purchase.

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 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 exclusions

Lithium batteries are designed to withstand extremes in temperature and can be recharged hundreds of times before needing to be replaced when handled correctly.

Our warranty does not cover damage caused by:

- Physical damage
- Incorrect use
- Negligence
- Water damage

Warranty claims process

To make a claim on the warranty:

1. Stop using the battery as soon as the fault is identified. Failure to do this may void your warranty claim.
2. Contact us via the **Request a Repair / Make a Warranty Claim** form on our website:
www.frontierlabs.com.au/repair

Ensure you include your contact information, a description of the problem and any relevant photos of the fault.

3. Our engineers will be in touch via email to clarify the cause of the fault and will then advise on whether the fault is covered by warranty. For customers within Australia, we will replace or refund faulty batteries without the need to return them to our warehouse. For customers outside Australia, we will only refund due to strict shipping legislation for individual lithium batteries.

Warranty claims contact information

Frontier Labs
4/35 Ethel St, Salisbury QLD, Australia 4077 Phone: 07 2103 4179 sales@frontierlabs.com.au