

# Warranty guidelines for lithium batteries

## **The following provisions apply to complaints (defective/damaged items) for products containing lithium batteries.**

These items are classed as hazardous goods. Special requirements must therefore be observed when transporting the items. In accordance with the ADR (Agreement Concerning the International Carriage of Dangerous Goods by Road), we act as the client by instructing you to return the dangerous goods to us as a complaint. This means that we are responsible for informing you of the special requirements for shipping. There is a risk of high fines if these requirements are not taken into account.

The return of damaged lithium batteries is subject to special specification SV376 ADR and is only permitted after prior testing of the battery by a qualified person. The test must show that there is no acute danger (such as dangerous heat development, flame formation, emission of toxic, corrosive or flammable gases/damps) arising from the faulty battery.

## **The following procedure therefore applies for the above-mentioned cases:**

- Please notify us of your complaint BEFORE returning the battery by telephone at 06104 608 250 or by email at [arthur.guenther@herthundbuss.com](mailto:arthur.guenther@herthundbuss.com). Please send us pictures of the faulty item. The telephone warranty claim must be made within 10 days of the occurrence of damage.
- Our employees will decide whether a return of the affected part is necessary or possible and will contact you regarding the further procedure.
- If a return of the part is not necessary, we ask you to dispose of it in compliance with the applicable legal requirements for disposal. Please complete the warranty claim (<https://herthundbuss.com/download/gewaehrleistungsantrag/>) in full and send it to [arthur.guenther@herthundbuss.com](mailto:arthur.guenther@herthundbuss.com).
- If it is necessary to return the part to us, the fully completed warranty claim (<https://herthundbuss.com/download/gewaehrleistungsantrag/>) must be attached. Please note that hazardous goods may not be shipped by air freight.

## **General information on the warranty claim:**

- If any important details are missing in the warranty claim, which cannot be verified by consulting the relevant paperwork or which do not correspond to the facts in question, the warranty claim will have to be rejected without any technical inspection.
- Any credit notes which have been issued in advance may be debited again in the event of a rejection by the manufacturer.
- Warranty claims expire 24 months after the date on the invoice for the supplied part.

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**The warranty shall be voided in the following cases:**

- If the supplied item is altered by a third party or by fitting parts of third-party origin
- Legally binding operating instructions or operating instructions issued by us or our suppliers are not observed,
- If the defect can be traced back to incorrect handling or inadequate maintenance.