

## URGENT SAFETY WARNING – READ BEFORE UNPACKING

ALL TRANSIT PLUGS MUST BE REMOVED ONCE YOU HAVE TAKEN DELIVERY OF THE BATTERY AND BEFORE USE OR CHARGING

### Dangers of batteries

- ! Batteries emit highly flammable hydrogen gas therefore there must be NO SMOKING, NO SPARKS AND NO NAKED FLAMES near the battery.
- ! Batteries contain diluted SULPHURIC ACID which is poisonous and corrosive. This can burn or irritate skin and eyes and can burn clothing which is why every effort should be taken to ensure that batteries remain upright at all times.
- ! Battery acid spills should be diluted with copious amounts of WATER and neutralised with ALKALI. Examples are soda ash, sodium carbonate and sodium bicarbonate. If battery acid gets on to your skin or clothing it must be washed off immediately, and if any enters the eyes you must rinse the eyes for at least 15 minutes.
- ! Batteries are HEAVY, weighing between 10-20kg so ensure you lift each unit safely.

### Safe handling of batteries

- ! Remove bracelets or rings and loose clothing and always wear protective safety glasses and gloves before handling a battery.
- ! Open the battery box and/or sealed bag in a well-ventilated area and keep the battery upright at all times.
- ! Ensure that you remove the transit plugs immediately. They are for transportation purposes only and will cause serious harm if left in place. The plugs may be red or yellow and can be removed using a small screwdriver. In most cases, a sticker on the battery will point to the plugs to be removed.
- ! Never touch the white/blue powder around the battery terminals with your bare hands.

### Safe installation of your battery

- ✓ Locate the battery and cover the side of the engine/car body you are working from with an old blanket.
- ✓ Always use the correct size tools for your battery and never put tools directly on to the battery.
- ✓ When disconnecting batteries, confirm the battery terminal polarity and always disconnect the negative (earth) terminal first, then disconnect the positive. When connecting batteries always connect the positive terminal first and the negative last.
- ✓ When not in use, you must charge the battery every six weeks to maintain the voltage.

### Disposal of batteries

Dispose of the old battery and any plastic vials or transit bags that contain spilled acid environmentally at a local service garage or recycling centre in accordance to the UK's Waste Electrical and Electronic Equipment (WEEE) Regulations. Please note there may be a small fee for this service. For more information on battery recycling and disposal visit [www.recycle-more.co.uk](http://www.recycle-more.co.uk).

## Delivery Policy

We deliver batteries Monday to Saturday 8am-6pm and aim to deliver orders within 1-2 working days when ordered by 2pm Monday to Friday. We also offer express handling for next day delivery. We do everything we can to meet the delivery times specified, however occasionally times may be affected by factors beyond our control and cannot be guaranteed, and we are unable to refund delivery costs for delayed orders. We do not deliver on Sundays or Bank Holidays. All goods MUST be checked upon delivery and any shortages/damages MUST be reported to us within 24 hours for us to claim with the courier. We reserve the right to charge any additional charges incurred from our courier due to customers inputting incorrect delivery information provided on orders. Lost or undelivered goods must be reported to us within 14 days of purchase, after this period we cannot be held responsible for any loss.

All pallet deliveries MUST be checked before signing the POD (proof of delivery) for the goods, if the recipient signs the POD then you are confirming everything is in good order and condition and any subsequent damage or shortages will NOT be covered by the carrier.

## Cooling Off Period

Customers are entitled to a 7 day cooling off period from the delivery date during which they may return the battery and receive a full refund, providing it has not been opened or used. Our offices must be notified of a decision to cancel an order within this 7-day period, and the customer will be required to cover the cost of returning the battery.

## Returns Policy

In the unlikely event that a fault be found with one of our batteries we will process a replacement as quickly as possible. Please ensure that you keep a copy of your electronic invoice as this is your warranty and will be required should you wish to make a claim. The majority of batteries that are returned to us are simply flat and require a recharge before use, so please check the charge on your battery first. If a fault is found with a new battery, call our team on +44 (0) 1926 400080 to report the incident and request a returns authorisation number. A returns form can be downloaded from our website, but please note that returns will not be processed without an authorisation number. A member of our team will then contact you to take a £20 deposit and arrange the collection of your battery for testing. All items returned to us must be in original packaging unopened and with all labels attached so we can return to stock to sell as new. If a fault is confirmed, we will send a replacement out to you and refund the £20 deposit, however if no fault is found, then the current battery will be recharged and returned to you without the deposit. Any non-faulty items that are returned to us and remain unclaimed will be disposed of after 3 months.

## Warranty Policy

We offer up to four years' warranty on certain batteries, with a minimum of 12 months on all batteries, dependent on the manufacturer specification. If you have a fully charged battery and believe it to be faulty, you can return the battery for testing. Call the Go Batteries team with your invoice / order number, and we will take a £20 deposit and arrange collection of your battery for testing. If the battery is found to be faulty, we will refund your deposit and send you a new battery, however if the battery is not faulty we will return it to you with the test report, fully charged and ready to use. If you return a battery to us with a voltage of 10.6 or less, have failed to follow the battery handling and storage instructions or have made any unauthorised modifications, this will render your warranty void.

## Privacy Policy

Go Batteries are committed to protecting your privacy. We will only use the information that we collect about you lawfully in accordance with the Data Protection Act 1998. Further Terms and Conditions can be found at [www.gobatteries.co.uk](http://www.gobatteries.co.uk).