



## UK & Ireland Product Warranty

CUTTING-EDGE DESIRE

1. With effect from January 1st 2018 Powakaddy International Limited ('Powakaddy') of Castle Road, Sittingbourne, Kent ME10 3RN provides to the purchaser of any new Powakaddy product (the 'Product') purchased from an authorised retailer in the United Kingdom or Ireland a Manufacturer's Limited Guarantee against inherent defects for the period, and on the exclusions and conditions, set out hereafter:

Product	1 Full Year	2 Full Years	3 Full Years	5 Years Pro-Rata	5 Full Years
Pull Carts and Push Carts	■				
Golf Bags	■				
Accessories	■				
Lead Acid Batteries	■				
Spare Parts	■				
Battery Chargers		■			
Electric Trolleys: FW3s, FW5s, FW5s GPS		■			
Electric Trolleys: C2i, C2i GPS, FW7s, FW7s EBS, FW7s GPS, FW7s EBS GPS			■		
Universal Lithium Batteries and Drop-In				■	
Plug & Play™ Lithium Batteries including those fitted to FW and C2i Electric Trolleys					■

2. The "Standard" (Also called "Full") guarantee is subject to the following exclusions:
  - i. Accidental damage, customer misuse or neglect
  - ii. Abnormal wear and tear
  - iii. Rental or other commercial use
  - iv. Unauthorised modification to the Product
  - v. Faulty repairs by consumer or unauthorised agent
  - vi. Failure to follow battery charging instructions, including discharging a battery to lower than 8 volts.
  - vii. Removal or defacing of Serial Numbers from any item invalidates the warranty.

3. The following conditions apply:
  - i. Powakaddy's Standard warranty scheme covers manufacturing defects that occur through normal use on an Electric Trolley. Any breakage caused by accidental damage or as a result of abuse and misuse or commercial use is not covered.
  - ii. Under this scheme, Powakaddy will, at its own option, repair or replace the defective product or part free of charge.
  - iii. Powakaddy reserves the right to inspect or test any Product claimed to be defective.
  - iv. The period of guarantee commences on the date of purchase of the Product. Proof of purchase and purchase date may be required.
  - v. Any repairs or replacements made without charge do not carry a new warranty beyond that of the original purchase.
  - vi. Warranty registration within 30 days of purchase of an Electric Golf Trolley or Battery is required to ensure any claim can be processed promptly, without need for further proof of purchase.
  - vii. Warranty registration within 30 days of purchase is mandatory to qualify for the "5-Year Pro-Rata" and the "5-Year Full" warranty programmes.
  - viii. The guarantee is non-transferable and is only available to residents of UK and Ireland. Customers living outside UK or Ireland should contact their retailer or local distributor.
  - ix. This guarantee is in addition to and does not affect the consumer's statutory rights. Further information in respect of these statutory rights can be obtained from your local Trading Standards Department or Citizen's Advice Bureau.
4. In respect of the '5-Year Pro-Rata Warranty' on Universal and Drop-In Lithium Batteries, the battery is covered by a 3-year standard warranty from the date of purchase. Proof of purchase will be required. In addition to this standard warranty, Powakaddy offer a 5-year Pro-Rata limited warranty on the battery.
 

In order to qualify for this 5-Year Pro-Rata limited warranty you must register ([www.registermypowakaddy.com](http://www.registermypowakaddy.com)) your warranty with Powakaddy online within 30 days of purchase. If your battery should fail before the end of the third year of ownership Powakaddy will offer you a brand new replacement free of charge. In year 4, a brand new replacement can be purchased for a 30% discount off the listed purchase price and, in year 5, for a 15% discount off the listed purchase price.

This transaction will incur a postage charge and must be transacted directly with Powakaddy. Any replacement Universal or Drop-In Lithium battery purchased under this scheme will come with a new '5-Year Pro-Rata Warranty'.
5. This guarantee is in addition to and does not affect the consumer's statutory rights. Further information in respect of these statutory rights can be obtained from your local Trading Standards Department or Citizen's Advice Bureau.

Should you experience a problem with your Powakaddy product please go to [www.powakaddy.com/support](http://www.powakaddy.com/support)