



Nice Group South Africa (Pty) Ltd
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Registration Number:
2007/035937/07
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Nice Group South Africa (Pty) Ltd Warranty Policy for LiFePO4 Batteries

1. This Warranty policy specifically pertains to the range of LiFePO4 batteries that we supply under the Nice brand name.
 - 00014-100 12V 7Ah LiFePO4 (Gate Operator Spec)
 - 00963-100 24V 3.5Ah LiFePO4
2. We warrant that all our LiFePO4 batteries are new and of good quality unless we clearly describe them as used or reconditioned.
3. We warrant all our LiFePO4 batteries against any defects for a 24-month warranty period. The warranty is valid if the LiFePO4 battery is used within the intended application. For example, we will not warrant a LiFePO4 battery that was designed and manufactured for use in an Alarm, if it was used in a UPS or Gate Motor.
4. A defective LiFePO4 battery is one that had any defect or was unsafe when we supplied it. A defect usually means that the LiFePO4 battery was manufactured using materials, components, or workmanship below an acceptable standard. The customer must prove that the LiFePO4 battery is defective.
5. We will replace or refund the price of any defective Nice LiFePO4 battery that our customer returns to us during the 24-month warranty period / 2000 cycles whichever comes first.
6. We should either replace a defective LiFePO4 battery or make a refund. We will choose how to compensate any of our other customers.
7. All claims made by the end user must be directed to their respective service provider/installer. A customer who believes a LiFePO4 battery is defective should ask a suitably qualified person to produce a report for our technicians to consider. A suitably qualified person is a reputable and independent technician trained and qualified to repair electronic products similar to our products.
8. We train our Nice Group South Africa (Pty) Ltd technicians to recognize any product defects we know about. They can also usually tell if a product has been misused, for example, if it has been neglected, incorrectly charged, damaged, altered, or not used according to instructions. Our technicians will give reasons if they refuse to accept that we supplied a defective LiFePO4 battery but will only do this if they honestly believe that it has been misused. The Nice Group South Africa (Pty) Ltd technicians will test the battery with a battery tester applicable to testing of LiFePO4 batteries.
9. Invalidation of warranties and right to return for this reason warranties on any of our LiFePO4 batteries will be invalid if any person who is not suitably qualified has opened, tampered with, or removed the serial number label. This also applies to LiFePO4 batteries found to be unsuitable.

The logo for Nice Group South Africa, featuring the word "Nice" in white text on a blue square background.

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10. We only warrant LiFePO₄ batteries for any industrial or unusual commercial use if we clearly state this in writing, for example on the packaging.
11. It is normal for the capacity of all LiFePO₄ batteries to be depleted over time by normal use. This does not mean the LiFePO₄ battery is defective. A LiFePO₄ battery that retains 60% of its original capacity after twelve months is normal.
12. This warranty is subject to the goods being returned to the premises of Nice Group South Africa (Pty) Ltd.
13. The carriage of goods is for the customer's account.
14. All warranty claims must be accompanied by the original invoice.
15. Procedure for returns to other suppliers, or customers of other suppliers must return defective or unsuitable products directly to that supplier. Customers must use the correct returns procedure.