

EXIDE WARRANTY FAQs

FREQUENTLY ASKED QUESTIONS

My battery failed; what should I do?

Most batteries that fail are simply discharged and need a boost. Batteries must first be tested to determine the cause of failure. If the battery is simply in need of a boost, have it re-charged and re-tested. If the battery is still not working properly, you may qualify for Exide's Limited Warranty.

Where can I have my battery tested?

Most auto parts retailers offer battery testing free of charge. Simply take your battery to any retailer which offers this service and obtain a printout of the test results. No free replacement battery or reimbursement (as applicable) will be provided unless a battery test receipt is provided.

How do I find out if my battery is still under warranty?

Complete details for determining the warranty eligibility can be found within the Exide Limited Warranty policy and the Exide PRO-RATA Limited Warranty policy, as applicable.

What is a valid proof of purchase?

A dated sales receipt from a retailer which clearly lists the model, price and any Core Charge (a deposit built into the original cost of a battery) is acceptable. In lieu of the original sales receipt, a copy of a credit card or bank statement is acceptable.

Is the warranty transferable?

No, warranties are only valid to the original owner.

How long does it take for my warranty claim submitted through exide.com to be processed?

It generally takes 3 – 5 weeks to process a warranty claim, but please allow up to 6 weeks to receive reimbursement.

What if the replacement battery I purchased is not an Exide product?

Exide will honor the warranty of the original battery even if your replacement is not an Exide product (see the applicable warranty policy for further details.)

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How do I submit a warranty claim?

Before submitting a warranty claim, please see the Support FAQs for your specific product. You may be able to resolve the issue without needing a replacement.

Please follow the steps below:

1. Go to www.exide.com
2. Scroll to the bottom of the page and click “Claims Center”
3. Click “EXIDE WARRANTY AND LIABILITY INFORMATION”
4. Be sure to download the applicable warranty policy and read all terms and conditions to determine if your battery is still covered
5. Click “Submit a Warranty Claim”
 - a. You will be prompted to enter all case details
 - b. Verify all case details and click submit
 - c. You will receive a confirmation email with additional instructions
 - d. To complete the claim submission you will be asked to email all pictures, receipts or other documentation, including a battery test receipt to Exide

After your warranty claim is submitted, a claims agent will review your case and contact you for additional information as needed.

I do not have a way to upload my pictures or receipts; can I submit a case by mail or fax?

Yes, if you are unable to complete the warranty claim submission online you can contact the Exide customer care department at 800-346-2172 or warrantyclaims@exide.com.

I was told my battery was sold in “lieu of warranty.” What does this mean?

If your battery was sold in lieu of warranty, then the retailer from whom you purchased the battery is responsible for processing your warranty claim.