

Guarantee Batteries

Within the guarantee period and in accordance with the terms & conditions set in this document, we will remedy defects of products for our **commercial customers** (wholesalers) via repair or replacement of the product free of charge in the case of defects that impair the function of the product within our Alkaline und Rechargeable Battery product lines.

The guarantee for non-rechargeable batteries (primary batteries) only includes a guaranteed storage period ("shelf life") during which the product will still function.

Products which have been damaged due to improper use or improper storage are excluded from the guarantee. Batteries are always to be kept in a dry place at temperatures of between 10 and 20°C.

The guarantee period begins on the date of sale to the commercial customer, and for non-rechargeable batteries ends at the latest with the expiration of the "best before" date printed on the battery or packaging. You will be able to find the individual guarantee period in the table below.

Statutory rights as well as other contractual agreements with the customer remain unaffected.

Claiming a Guarantee Case

If a product becomes defective during the guarantee period, the product must not be repaired by the user. Please contact the dealer where your product was purchased or the main VARTA Service Centre:

+49 7961 83-784 // <mailto:service@varta-household.com>

The VARTA Service Centre may ask you to send in the defective batteries.

Guarantee periods (safe for a limitation through the "best before" date)

SUPERLIFE Batteries (zinc-carbon)

- Type AA, AAA, C, D, 4,5V 3 years shelf life
- Type 9V 2 years shelf life

ENERGY Batteries

5 years shelf life

INDUSTRIAL, LONGLIFE und LONGLIFE Power Batteries (alkaline)

- Type AAA, AA, C, D 10 years shelf life
- Type 9V, 4,5V 5 years shelf life

LONGLIFE Max Power Batteries (alkaline)

- Type AAA, AA, C, D 10 years shelf life
- Type 9V 5 years shelf life

ULTRA Lithium Batteries (packs and round cells)

- Type AA, AAA (ULTRA Lithium) 15 years shelf life
- Type 9V (ULTRA Lithium) 10 years shelf life
- Others (Professional Lithium) 10 years shelf life

Special Batteries button cells and round cells (ELECTRONICS)

- Alkaline 3,5 years shelf life
- Silver 3,5 years shelf life
- Lithium 10 years shelf life

Watch Cells

3,5 years shelf life

Hearing Aid Batteries

4 years shelf life

Batteries for special needs

- 4R25X, 4R25-2, 4LR25-2 3 years shelf life

Rechargeable Round Cells (Nickel-metal hydride)

2 years

This guarantee declaration applies to all products delivered from 1 November 2020 onwards. We reserve the right to change the guarantee declaration for future deliveries.

Please note:

The above-mentioned guarantee is not applicable for consumers. Consumers can however rely on our promise of service:

For us, "Made in Germany" is more than just a label – it is a reliable quality characteristic and beyond that part of our live tradition.

Therefore, we want you to be satisfied with our Non-Rechargeable Batteries (Primary Batteries) and Rechargeable Batteries (Accus) products. If this is ever not the case, our customer service is happy to receive your suggestions.

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Guarantee for Lights, Chargers and Portable Power Products

Within the guarantee period and in accordance with the terms & conditions set in this document, we will remedy defects of products for **consumers or other end-users** via repair or replacement of the product free of charge in the case of defects that impair the function of the product within our Lights, Charger und Portable Power product lines.

Products which have been damaged due to improper use or improper storage are excluded from the guarantee, as well as any batteries included with the product.

Expendable parts and bulbs which become defective during their normal course of use are exempt from this guarantee.

The guarantee period begins on the date of the first sale to the consumer or other end-user. You will be able to find the individual guarantee period in the table below.

Statutory rights remain unaffected.

Claiming a Guarantee Case

If a product becomes defective during the guarantee period, the product must not be repaired by the user. Please contact the dealer where your product was purchased or the main VARTA Service Centre:

+49 7961 83-784 // <mailto:service@varta-household.com>

Your dealer or the VARTA Service Centre may ask you to send in the defective product or the affected device. Proof of purchase of the VARTA products must always be provided.

Guarantee periods

| | |
|-----------------------------|---------|
| Chargers | 3 years |
| Portable Power Products | 2 years |
| Battery Tester | 3 years |
| Flashlights / Lights | 3 years |
| ▪ Indestructible PRO series | 7 years |
| Bulbs | 2 years |

This guarantee declaration applies to all products sold from 1 November 2020 onwards. We reserve the right to change the guarantee declaration for future deliveries.

Beyond that you can rely on our promise of service:

For us, “Made in Germany” is more than just a label – it is a reliable quality characteristic and beyond that part of our live tradition.

Therefore, we want you to be satisfied with our Non-Rechargeable Batteries (Primary Batteries) and Rechargeable Batteries (Accus) products. If this is ever not the case, our customer service is happy to receive your suggestions.