MG Energy Systems Warranty: Information & Procedure

Status: Website copy

Date: October 2026

> **Australian Consumer Law notice**
> Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits under this warranty are in addition to other rights you may have at law.

Who gives this warranty

Master Instruments Pty Ltd, ABN 84 000 053 921, 13 Sheridan Close Milperra NSW 2214
P: (02) 9519 1200, email returns@mibattery.com.au

We warrant each MG-branded product ("Product") sold by us to be free from defects in materials and workmanship.

Warranty period

4 years from the date of sale. Please keep your purchase receipt.

What we will do

If a Product is defective in materials or workmanship within the warranty period, other than as a result of the causes listed under "What this warranty does not cover", we will repair or replace the Product or the defective parts. We decide whether to repair or replace within the constraints of the ACL.

Replacement charge

If, under this warranty only, we replace a Product with a new Product, a contribution towards the cost may apply, based on how long you have had the Product. The percentage depends on the type of Product:

Replacement in	Batteries (% of original purchase price)	All other MG products (% of original purchase price)
Year 1	0%	0%
Year 2	20%	10%
Year 3	35%	17.5%
Year 4	50%	22.5%

Years are counted from the date of sale.

Normal end of life

A battery can deliver only a fixed number of usable amp-hours over its lifetime. This warranty does not cover a battery that has reached its normal end of life, which can happen before the warranty period ends, depending on how the battery is used. This does not limit your rights under the consumer guarantees, including that goods be of acceptable quality and durable.

What this warranty does not cover

Defects resulting from abnormal use, abuse or neglect, including:

- damage in shipping, loose terminal bolts or corroded hardware
- tampering with, or removal of, user codes
- failure to install the Product correctly, or to keep it properly charged and maintained
- collision, fire, freezing, extreme heat or cold, improper storage, water damage, short-circuit, overcharging or deep discharging

Please follow our documentation and guidelines. All bolts must be tightened with a torque wrench, not by hand, to avoid overheating from loose connections. This section does not limit your rights under the Australian Consumer Law.

How to make a claim

1. Call (02) 9519 1200 or email returns@mibattery.com.au.
2. Request an RGA# through our online returns portal. All returns must have an RGA# before the goods are sent.
3. Return the Product with your purchase receipt, in its original packaging, if possible, to the place of purchase or as we direct.

Costs of claiming

You may be asked to send the Product to us at your cost. If we find the Product has a defect covered by this warranty or has failed to meet a consumer guarantee under the Australian Consumer Law, we will reimburse the reasonable cost of sending it to us, and we will return the repaired or replacement Product at our cost.

If we find no defect

If, after testing, we find the Product is not defective, or the problem was caused by something this warranty does not cover, we will explain why in writing and provide the test results on request. You can then choose to have the Product returned to you at your cost, or to have us repair or replace it at a price we quote you in advance. We will not carry out any chargeable work without your written agreement. Nothing in this section limits your rights under the Australian Consumer Law.