



# AAA BATTERY LIMITED WARRANTY REIMBURSEMENT FORM



If your AAA-branded battery fails due to a defect, an authorized AAA Battery Service provider should be contacted for replacement. If you have replaced your AAA-branded battery without contacting an authorized AAA Battery Service provider and are seeking reimbursement consideration, please fill out this form completely and print legibly. This reimbursement form applies only to members of participating AAA Clubs in the regions served by The Auto Club Group in Florida, Georgia, Illinois, Northern Indiana, Iowa, Michigan, Minnesota, Nebraska, North Dakota, Tennessee and Wisconsin.

## MEMBER INFORMATION

Membership number (16 digits): \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Contact numbers: (Home) \_\_\_\_\_ (Mobile) \_\_\_\_\_  
Email Address: \_\_\_\_\_

## AAA BATTERY WARRANTY SERVICE INFORMATION

Did you call AAA Roadside Assistance for Battery Warranty Service? YES  NO   
Please explain briefly why you are requesting reimbursement: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Vehicle Year: \_\_\_\_\_ Vehicle Make: \_\_\_\_\_ Vehicle Model: \_\_\_\_\_  
Original date of AAA Battery Purchase: \_\_\_\_\_ Date of Replacement: \_\_\_\_\_

## THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM

- Include original or clear copies of all receipts, invoices and/or repair orders that show the following:
1. Your original AAA battery receipt or proof of purchase.
  2. The test results from the repair facility showing the AAA battery is defective.
  3. The replacement battery receipt.

Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

**Note:** Please make a copy of this form and all attachments for your records. Applications that are not completed or accompanied with the required documents may be delayed. All reimbursement requests must be submitted as soon as possible after replacement.

Submit the application and receipts to: **Attn: ERS Back Office, AAA, P.O. Box 200, Dearborn, MI 48121**

**See reverse side for important exclusions, limitations and instructions.**



## AAA BATTERY LIMITED WARRANTY REIMBURSEMENT FORM (CONT.)



**EXPECT**  
*something*  
**MORE™**

### Warranty Exclusions

The AAA Battery Warranty applies to AAA-branded batteries only. It is limited to the original purchaser of the battery and is not transferable. The warranty covers battery failure due to manufacturer's defects only and does not cover premature failure due to neglect, damage or abuse of battery. Warranties do not apply in the following cases:

- The battery is merely discharged and still serviceable.
- Vehicles left unattended for extended periods of time that may result in the battery becoming severely discharged (this causes the plates to sulphate and the battery will be unable to accept a charge).
- The container, covers, terminals or tie-downs are broken causing vibration and/or damage.
- The battery has been frozen or damaged due to neglect, abuse or special additives introduced to the battery.
- The battery is damaged due to overcharging or undercharging.
- The battery fails because of fire, collision, wreckage, explosion, or because of a faulty electrical system.
- The battery is charged in reverse.

### Reimbursement Limitations

- Batteries determined to be defective in the first 36-month free replacement period may be reimbursed for the cost of the original battery only\*.
- Testing, installation, diagnostics and/or disposal fees are excluded.

### Submission Instructions

Reimbursement applications must include the original or clear copy of all receipts, invoices and/or repair orders that show the following:

1. Your original AAA battery receipt or proof of purchase.
2. The test results from the repair facility showing the AAA battery is defective.
3. The replacement battery receipt.

All requests undergo a review process and submission of these items does not guarantee reimbursement. Please allow up to three (3) weeks for the warranty department to review and respond to your request.

Submit the application and original or copies of the receipts to:

**Attn: ERS Back Office, AAA, P.O. Box 200, Dearborn, MI 48121**

\*Any AAA branded vehicle battery purchased on or before Dec 31, 2022, will continue to be covered under the 6-year limited warranty (3-year free replacement and 3-year discounted replacement period). Effective, January 1, 2023, the AAA Battery warranty will transition from a 72-month limited warranty policy to a 3-year free replacement benefit, eliminating the 3-year discount warranty period.