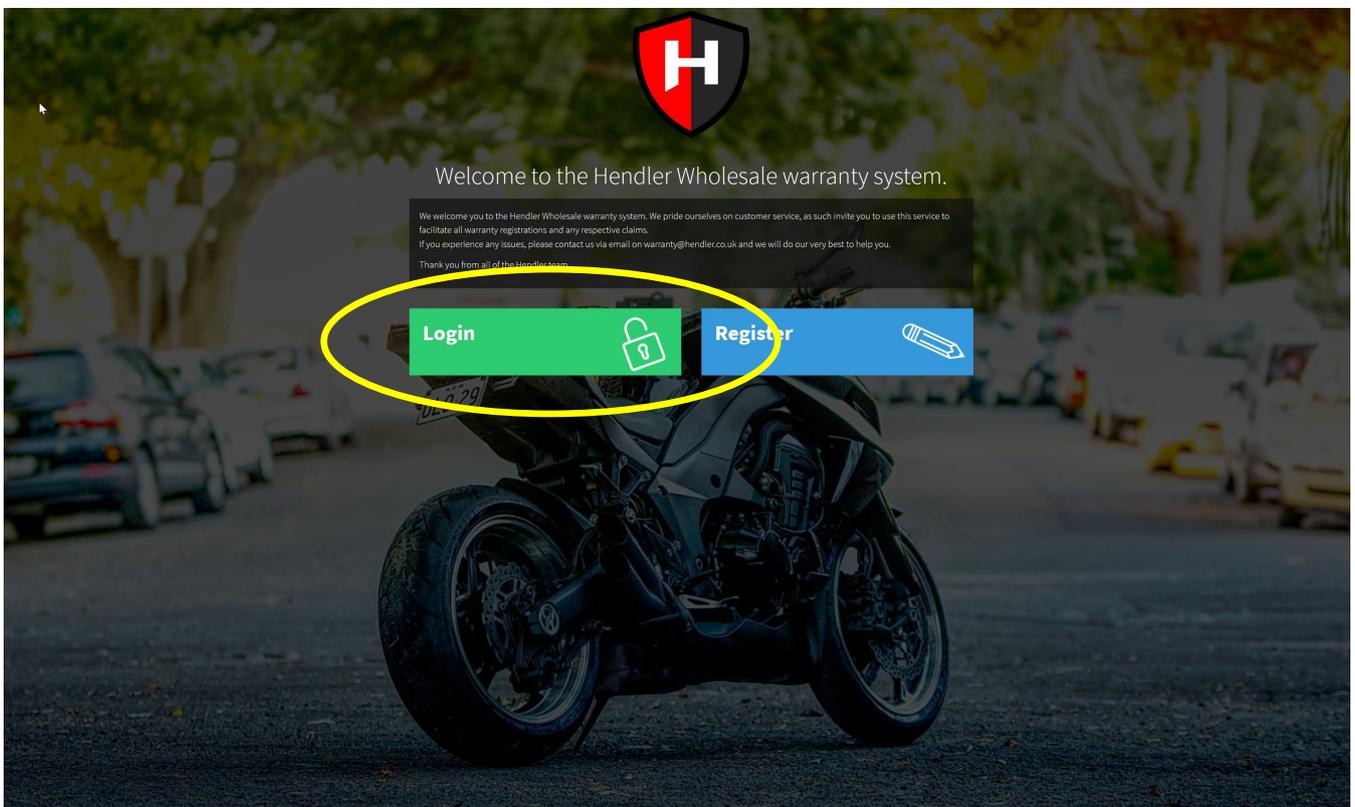
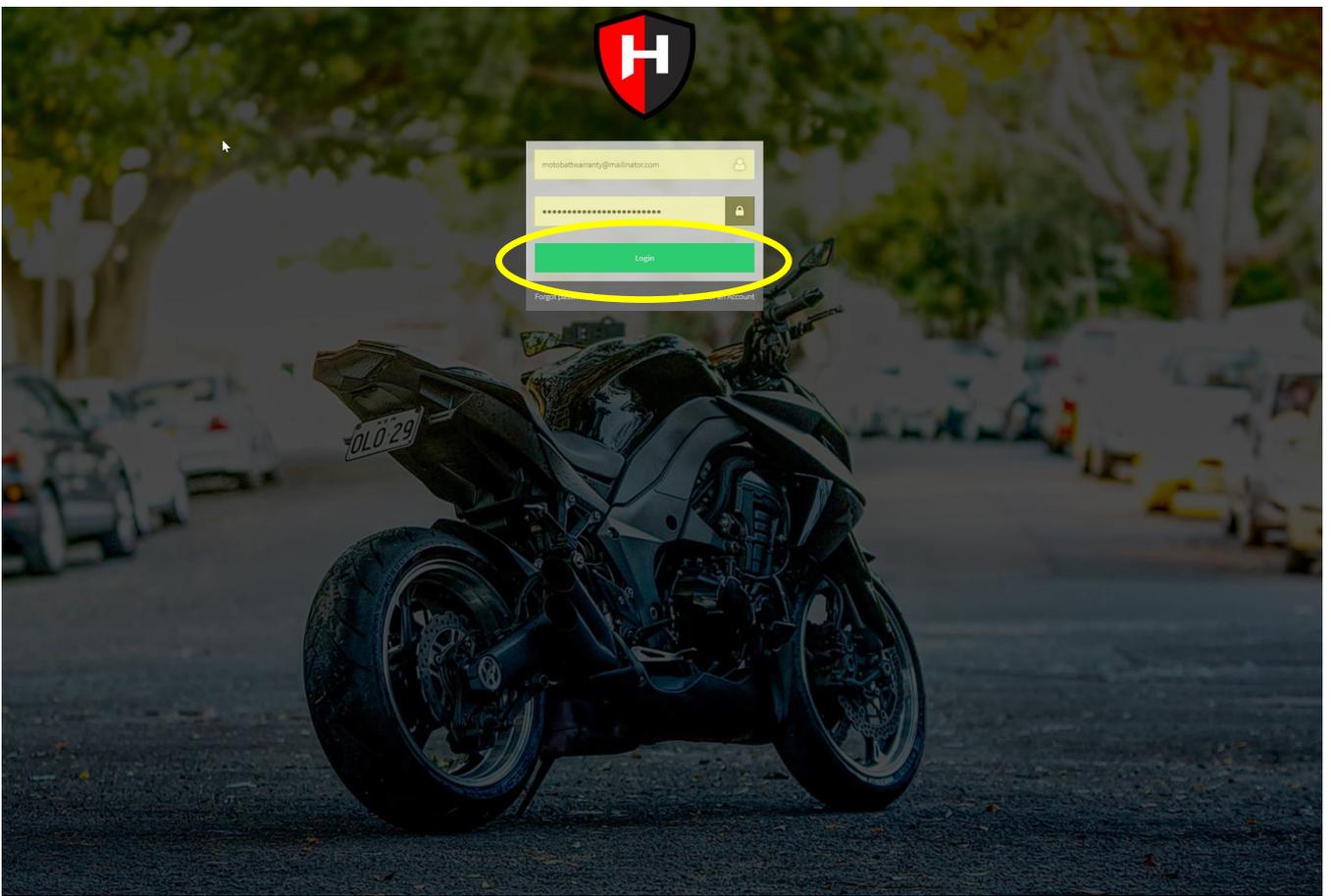


# How to Claim a Replacement Motobatt Product Using Your Registered Warranty.



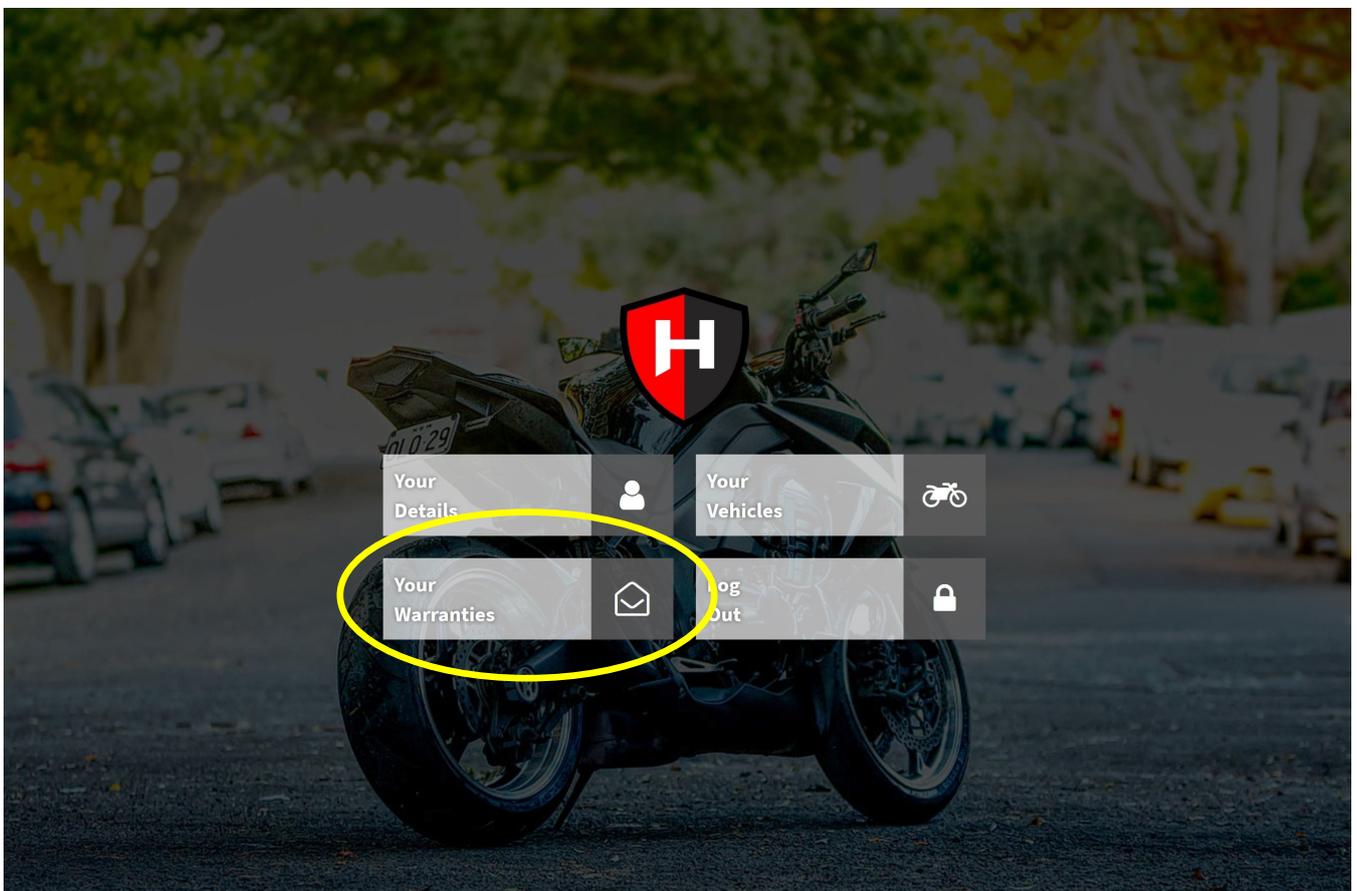
**Step 1:** Visit [www.motobattwarranty.com](http://www.motobattwarranty.com)

**Step 2:** Click the “Login” button which is circled yellow in the above image.

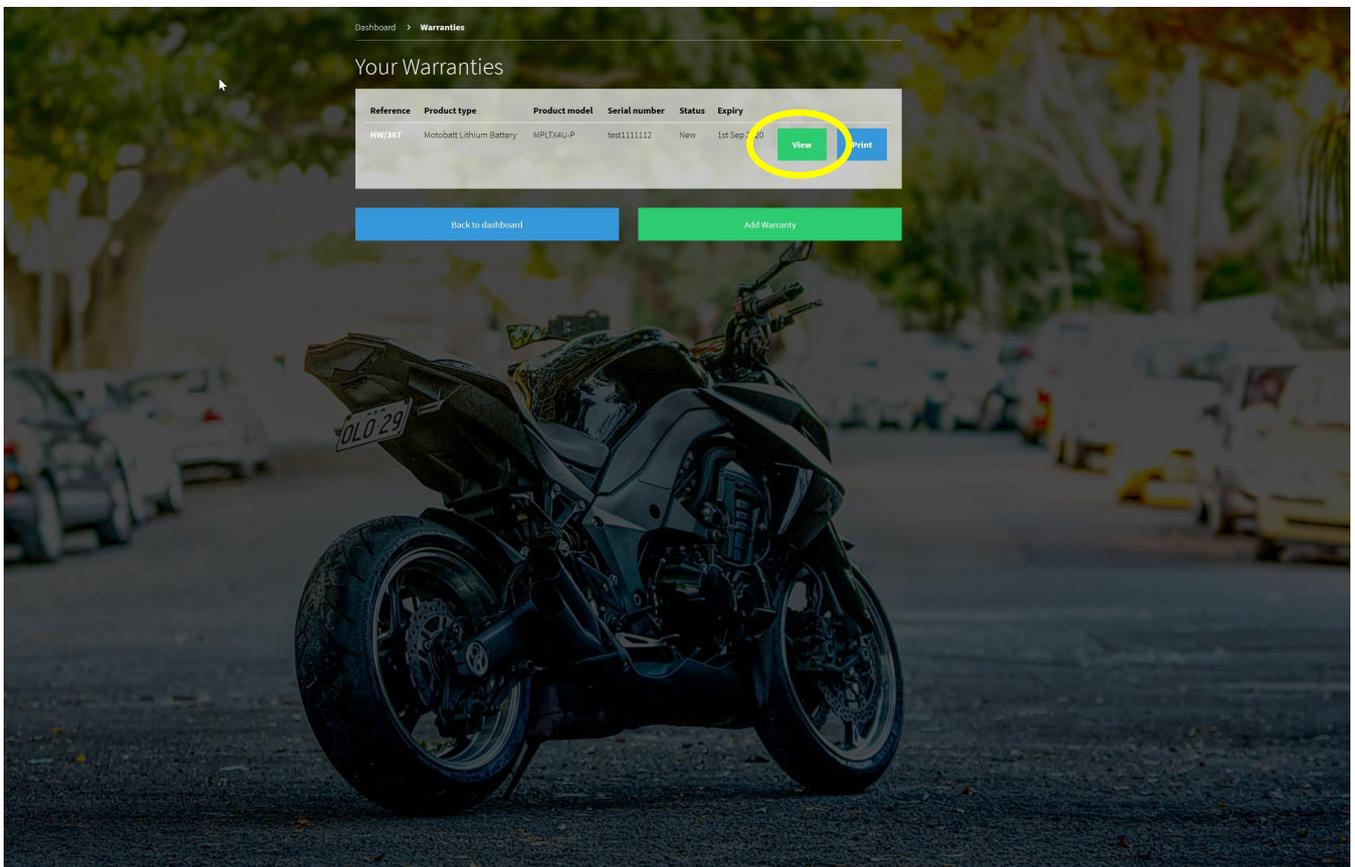


**Step 3:** Enter your login details in the fields highlighted in yellow above.

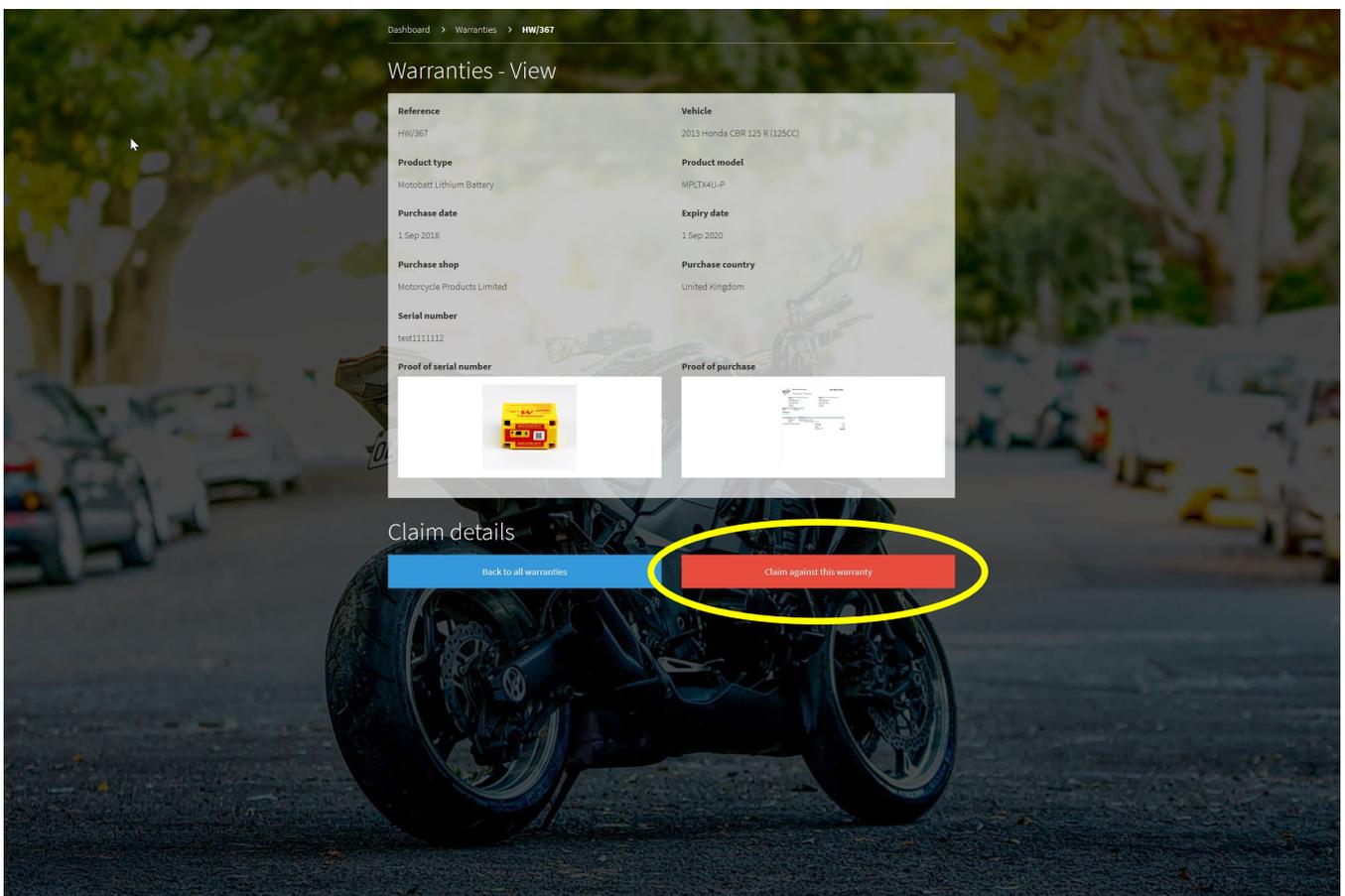
**Step 4:** Click the “Login” button which is circled yellow in the above image.



**Step 5:** Select the “Your Warranties” button as circled in yellow above.

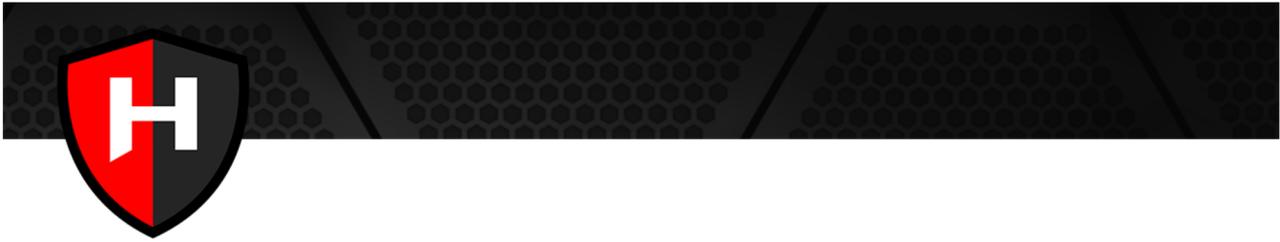


**Step 6:** Select the “View” button as circled in yellow above, that corresponds with the warranty you want to claim against.



**Step 7:** Select the “Claim against this warranty” button as circled in yellow above.

Claim created successfully



## HENDLER

Hi John Doe,

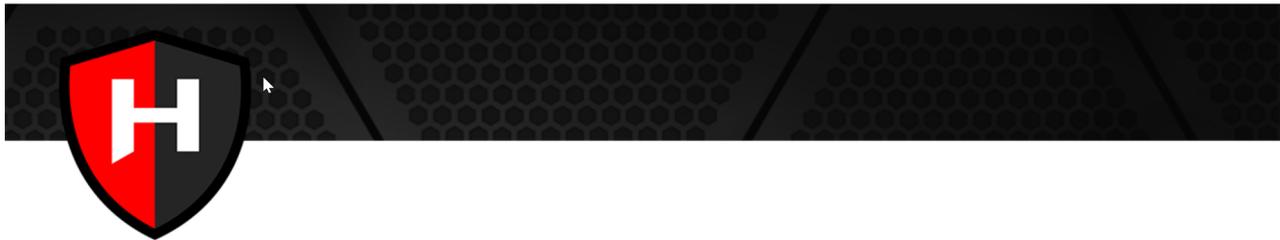
Your claim for your MPLTX4U-P with serial number test1111112 has now been created.

Your claim reference is **HC/21**

Many Thanks,  
Hendler

**Step 8:** You will then receive an email like the above image confirming your claim has been sent to our claims department for approval.

Claim status updated to: Accepted



## HENDLER

Hi John Doe,

Your claim with reference **HC/21** for your MPLTX4U-P with serial number test1111112 has been approved.

You will need to send back both the [Hendler Warranty return form](#) and the lid to the following address for a replacement to be sent out.

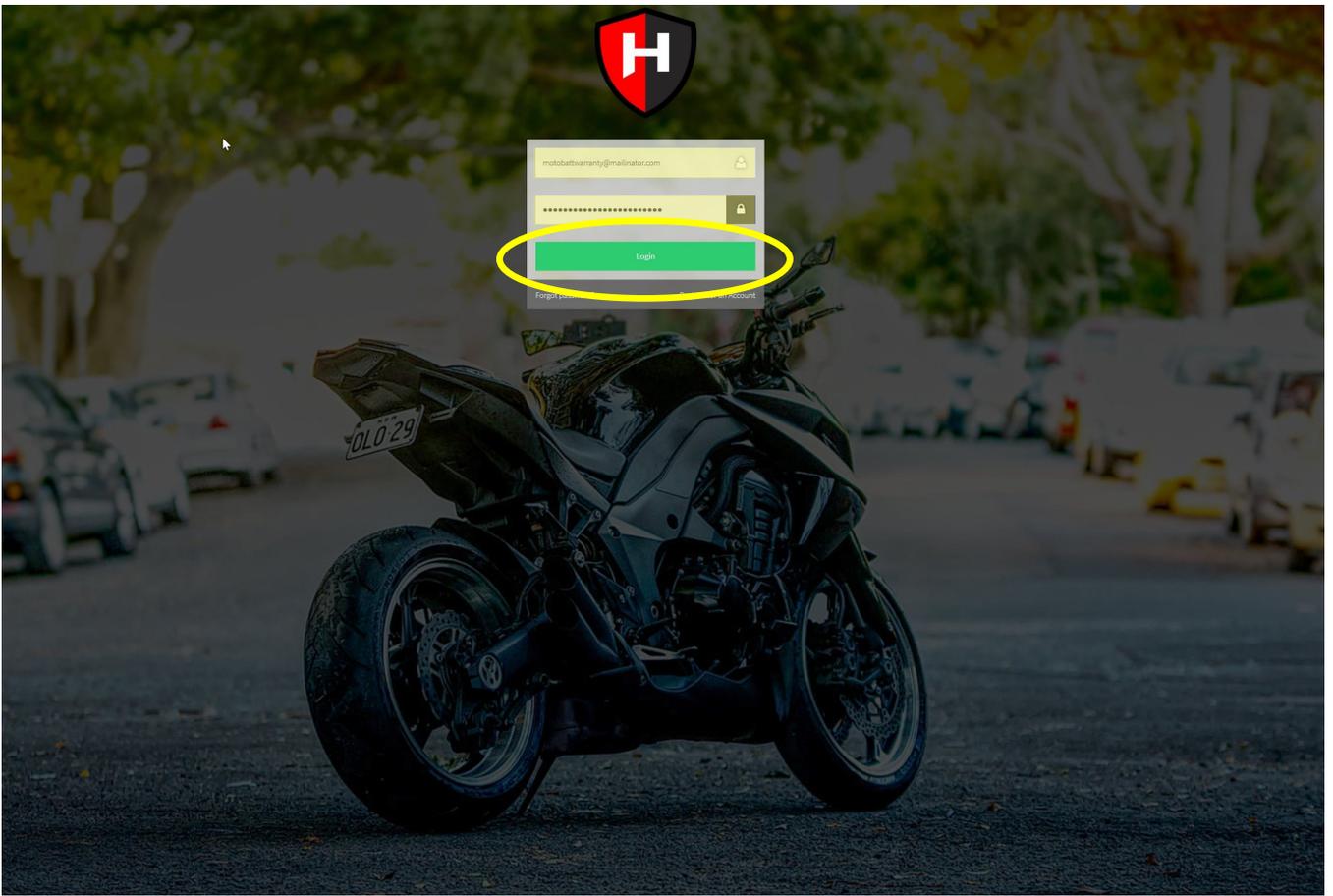
Hendler Wholesale Ltd,  
Unit 4 Island Drive,  
Thorne Park,  
Thorne,  
Doncaster,  
South Yorkshire,  
DN8 5UE

Upon receiving the lid Hendler Wholesale will send out a replacement product within 3 working days, this will be reflected on the warranty status when it is updated to "Replaced".

Many Thanks,  
Hendler

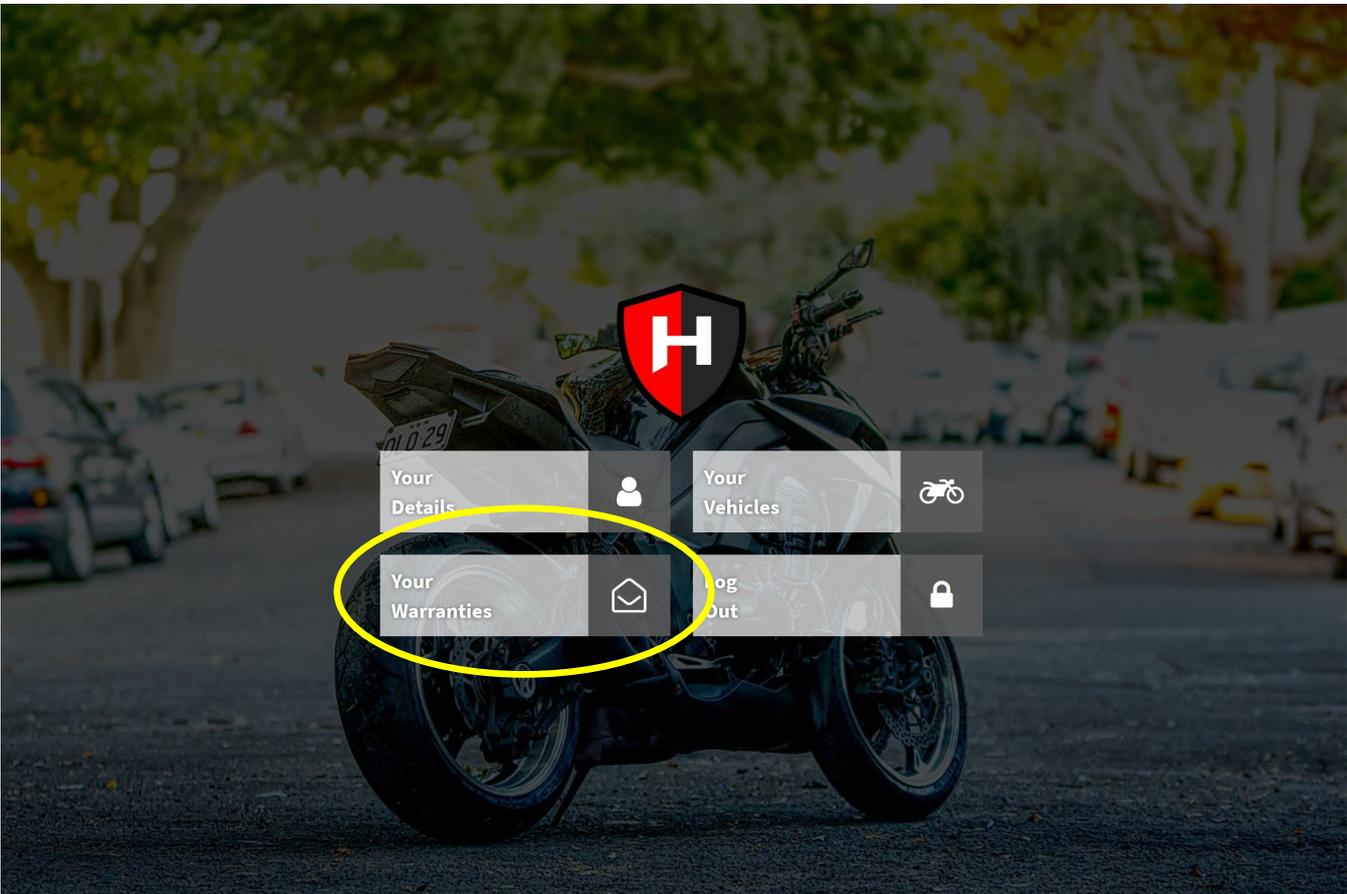
**Step 9:** Once our claims department has approved your claim request you will receive the above email. If you don't receive this confirmation within 24 hours of your claim please contact us by email on [warranty@hendler.co.uk](mailto:warranty@hendler.co.uk) or by phone on **01405 480000**.

**Step 10:** Click the link as circled in yellow above.

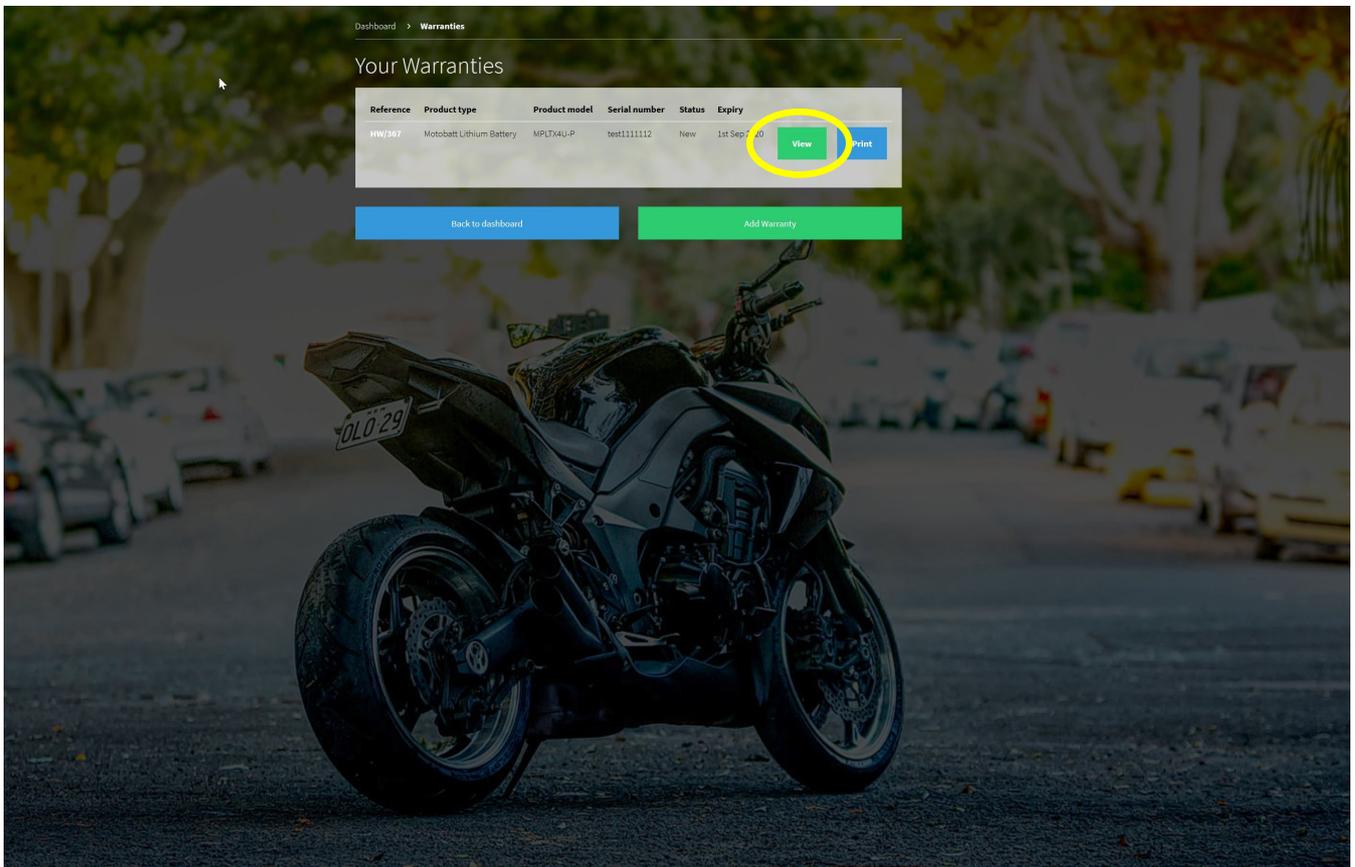


**Step 11:** Enter your login details in the fields highlighted in yellow above.

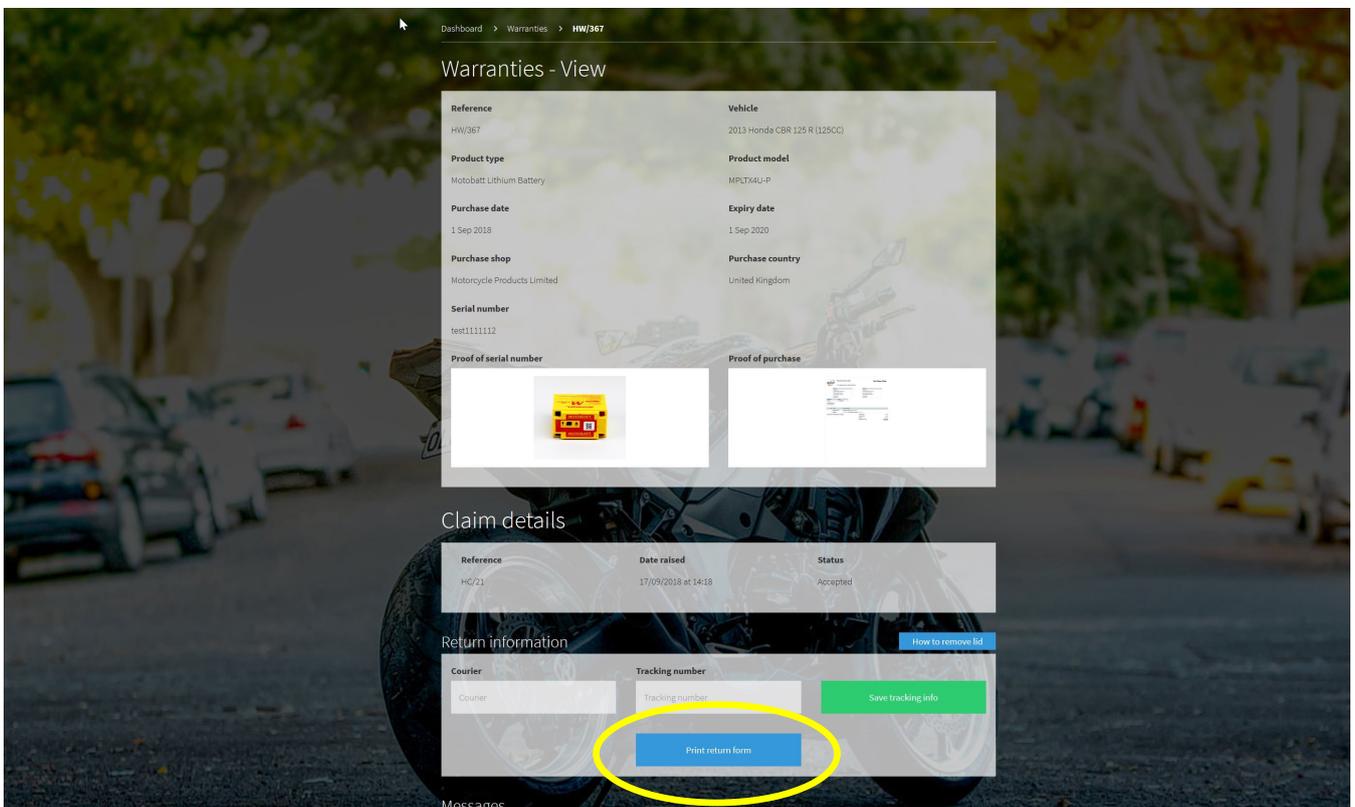
**Step 12:** Click the “Login” button which is circled yellow in the above image.



**Step 13:** Select the “Your Warranties” button as circled in yellow above.



**Step 14:** Select the “View” button as circled in yellow above, that corresponds with the warranty you want to claim against.



**Step 15:** Select the “Print return form” button as circled in yellow above & print the downloaded warranty claim form.

**STEP 1**  
GET A FLATHEAD  
SCREWDRIVER



**STEP 2**  
INSERT SCREWDRIVER INTO  
GROOVE HIGHLIGHTED IN RED  
AND PRY THE CAP OFF CAREFULLY.



**STEP 3**  
TAKE THE CAP AND SEND IT BACK  
BY TRACKED POST WITH THE  
WARRANTY CLAIM FORM FOR THIS  
BATTERY.



**Step 16:** Remove the lid of your battery using the shown method above.

Dashboard > Warranties > HW/367

### Warranties - View

<b>Reference</b> HW/367	<b>Vehicle</b> 2013 Honda CBR 125 R (125CC)
<b>Product type</b> Motobatt Lithium Battery	<b>Product model</b> MPLTX4U-P
<b>Purchase date</b> 1 Sep 2018	<b>Expiry date</b> 1 Sep 2020
<b>Purchase shop</b> Motorcycle Products Limited	<b>Purchase country</b> United Kingdom
<b>Serial number</b> best1111112	
<b>Proof of serial number</b> 	<b>Proof of purchase</b> 

### Claim details

<b>Reference</b> HC/21	<b>Date raised</b> 17/09/2018 at 14:18	<b>Status</b> Accepted
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### Return information

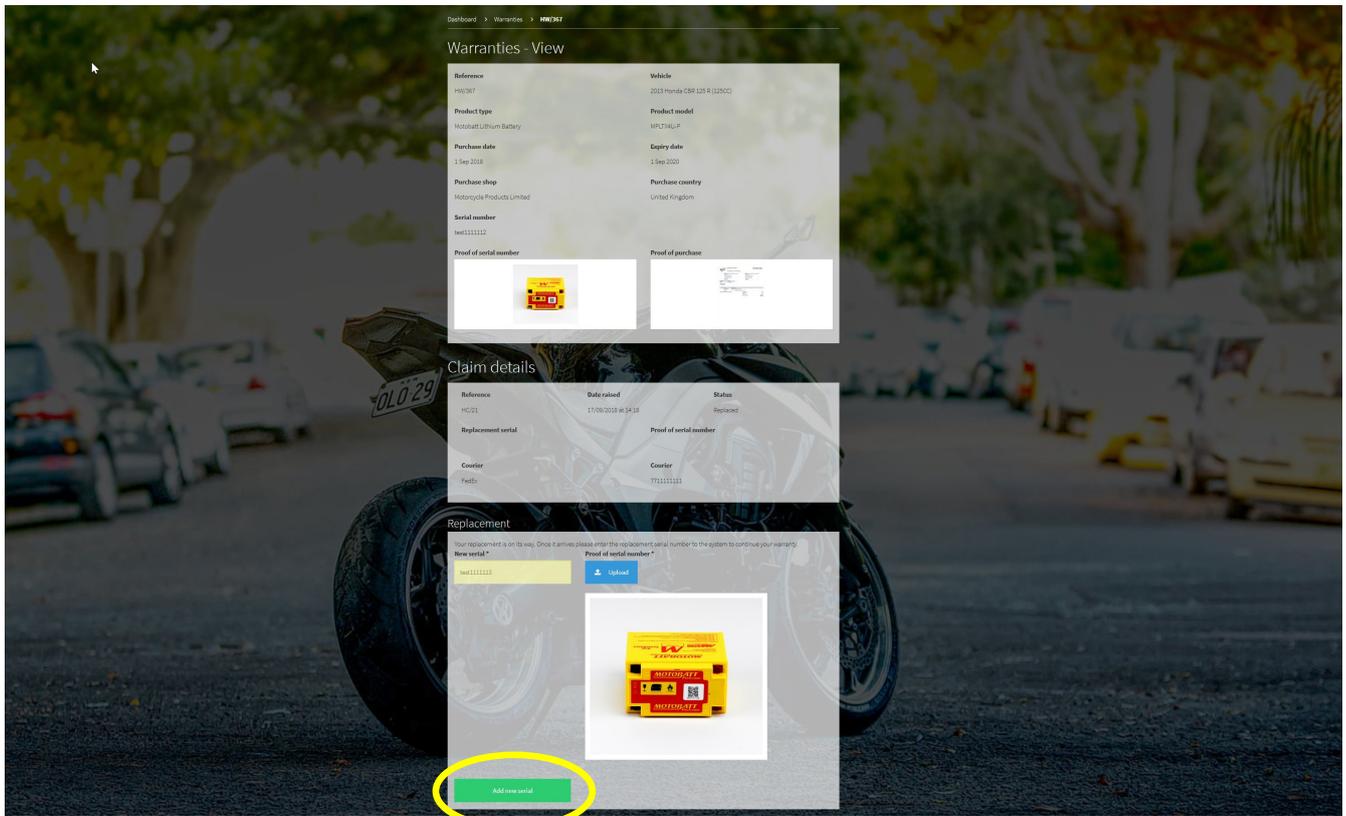
<b>Courier</b> Courier	<b>Tracking number</b> Tracking number	<a href="#">View to remove lid</a>
		<input type="button" value="Save tracking info"/>
<input type="button" value="Print return form"/>		

Messages

**Step 17:** Post the printed warranty claim form along with the removed battery lid to: Hendler Warranties, Unit 4, Island Drive, Thorne Park, Thorne, Doncaster, DN8 5UE by recorded post.

**Step 18:** Fill in the yellow highlighted fields in the above image with the tracking information used to send the lid back and press the “Save tracking info” button as circled in yellow above.

**Step 19:** Once your cap is received by ourselves, a new battery will be tested and sent to you via a 24 hour courier. You can view the tracking information for your new battery by logging into your account and viewing your warranty information.



**Step 20:** Once your replacement battery is received, login to your account and view the warranty details. Fill in the new serial number in the highlighted field above & upload an image of the new serial number like the above sample and click the “Add new serial” button as circled in yellow. This ensures your warranty continues to the original warranty end date. If you ever have a problem with the replacement battery within the warranty period you can claim a replacement once again using the same process.

If you have any problems with the above email us at [warranty@hendler.co.uk](mailto:warranty@hendler.co.uk) or call us on **01405 480000**



HENDLER

