



Refund and Cancellation Policy

Effective Date: Nov 2024

At VerdeMobility, we aim to provide a transparent and fair refund and cancellation process. Please review our guidelines below.

Eligibility for Refunds

For B2B Customers (Charging Stations & Accessories):

1. Eligible for Refund:

- Products with manufacturing defects or transit reported within **15 days** of delivery.
- Orders canceled within **24 hours** of placement.

2. Non-Refundable:

- Customized or installed products.
- Products returned incomplete or damaged due to customer mishandling.

For End-Customers (Charging Sessions or Digital Products):

1. Eligible for Refund:

- Billing errors for charging sessions, reported within **7 days**.
- Technical issues causing incomplete or failed charging sessions.

2. Non-Refundable:

- Used charging credits or sessions completed without issues.
- Expired or unused digital credits are beyond their validity.

Cancellation Timelines and Process

1. Order Cancellations (B2B):

- Orders can be canceled within **24 hours** of confirmation for a full refund.
- Cancellations after 24 hours may incur a restocking fee (if applicable).

2. Charging Session Cancellations (End-Customers):

- Cancellations are allowed only before the session starts. No refunds for sessions initiated and completed.



Refund Timelines and Process

1. Refund Request:

- Contact us at support@verdemobility.com or via the app with relevant details.

2. Approval and Processing:

- Refunds are approved within **5–7 business days** after verification.
- Refunds are credited to the original payment method within **7–10 business days** after approval.

No Refund/No Cancellation Cases

- Charging credits used or expired.
- Issues caused by third-party misuse, negligence, or external damage.

For assistance, contact us at support@verdemobility.com.