



Return Policy

Effective Date: Nov 2024

At VerdeMobility, we strive to ensure the highest level of satisfaction for our customers. Below are the guidelines for our return policy applicable to B2B customers purchasing EV charging stations and end-users utilizing our charging services.

Eligibility Criteria for Returns

For B2B Customers (Charging Station Purchases):

1. **Defective Products:** Products with manufacturing defects or functional issues are eligible to be returned within **30 days** of delivery.
2. **Damaged in Transit:** Items damaged during transit must be reported within **48 hours** of receipt with photographic evidence.
3. **Incorrect Items:** Products that do not match the original order are eligible for replacement or return.
4. **Non-Returnable Items:** Customized products or those installed on-site are non-returnable unless defective.

For End-Customers (Charging Services):

1. **Billing Issues:** Charging sessions with incorrect billing can be refunded upon verification.
2. **Faulty Service Experience:** Claims regarding malfunctioning chargers during a session must be reported within **24 hours** via our support channels.

Return Process

Step 1: Initiate Return

- For B2B Customers: Contact our support team at support@verdemobility.com or call [support number] with order details, invoice, and proof of the issue.
- For End-Customers: Submit a complaint through the app or contact [customer service number].



Step 2: Evaluation

- Our team will assess your return request within **5 business days** and provide an authorization number if eligible.
- B2B customers may be required to ship the product to our facility for inspection.

Step 3: Return Shipping

- B2B customers: Return shipping costs are borne by the customer unless the issue is due to VerdeMobility's fault.
- End-customers: Refunds for charging issues are processed directly via the app.

Step 4: Refund/Replacement

- Refunds will be processed within **7 business days** of return approval.
- Replacements will be shipped within **10 business days** if applicable.

Terms & Conditions

- Products must be returned in their original packaging with all accessories.
- Refunds for B2B customers will exclude installation or service charges, if any.
- End-customer refunds are limited to the unused charging amount or the affected session.

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