



Shipping Policy

Effective Date: Nov 2024

At VerdeMobility, we ensure prompt and secure delivery of your orders. Please review our shipping guidelines, return process, and order tracking details below.

Shipping Timelines

- 1. For B2B Customers (Charging Stations, Accessories or Physical Products):**
 - Standard Shipping: **7–14 business days** from order confirmation.
 - Expedited Shipping (if available): **3–7 business days** (additional charges apply).
- 2. For End-Customers (RFID Cards, Accessories or Physical Products):**
 - Delivery within **5–10 business days** for standard orders.

Note: Shipping timelines may vary based on location, product availability, and customization requirements.

Order Tracking

1. Once your order is shipped, you will receive a tracking number via email or SMS.
2. Track your shipment directly on the courier's tracking portal.

Product Return Process

Physical Products (Charging Stations & Accessories):

- 1. Eligibility for Return:**
 - Products with defects or damage during shipping can be returned within **30 days**.
 - Report issues within **48 hours** of delivery with photos.
- 2. Return Process:**
 - Contact us at support@verdemobility.com with order details.
 - Approved returns must be shipped back in original packaging.
- 3. Return Shipping Costs:**
 - Covered by VerdeMobility for defective or incorrect items.
 - Customer bears shipping for non-defective returns (if allowed).



Digital Products (e.g., Software or Charging Credits):

1. Eligibility for Refund/Adjustment:

- Applicable for billing errors, software issues, or unused credits.

2. Return/Refund Process:

- Submit a request via support@verdemobility.com or through the app within **7 days** of purchase.
- Refunds for unused credits are processed within **5 business days** upon verification.

Shipping Terms & Conditions

- **Custom Duties & Taxes:** Customers are responsible for any applicable customs duties or local taxes.
- **Delivery Delays:** Delays due to natural disasters, customs, or courier issues are beyond our control.
- **Order Cancellation:** Orders can be canceled within **24 hours** of placement for a full refund.

For inquiries, contact support@verdemobility.com.