BOLT.EARTH Refund Policy for Charging Session

Effective date: 1ˢᵗ April 2022

User Registration

The person who is using the service should be registered to the system as a user/ customer. For registering as a user/ customer the person who uses the service should download the BOLT.EARTH application from the Play store or Apple store and register themselves as user/ customer by providing personal information such as phone number, email & name. The user can use either their phone number, email, or Facebook for registering purpose. Additional personal information might be required after registration subject to services requested by the user/ customer.

Connection to the service

The user can access the charging points with the help of BOLT.EARTH App or through CMS dashboard.

Charging Session

The charging session starts from the time when the user connect to the charging point through app/ CMS dashboard & the session is considered ended when the timer runs out for the session. Also, the session is considered ended if the user/ customer terminates the session manually from the App/ dashboard. It is the customer's responsibility to make sure the charging begins & completes correctly. To ensure the charging has begun, the user/ customer can refer to the LED status of the charger.

Procedure for requesting Refund

In case where the user/ customer needs a refund, it can be raised through the app by filling the necessary details or the user can reach out to the BOLT.EARTH team by sending an email to support@bolt.earth with the reason for refund of fee. Refunds will be processed only for requests submitted within 72 hours of the booking. Refund requests raised after 72 hours of the booking date shall not be eligible for refunds. The approval/ settlement of the refund requests can take up to 3 to 5 business days.

Eligibility Criteria for Refunds

- The device is unable to provide output even when there is power supply.

- The device is inaccessible due to any software/ firmware related issue from the BOLT.EARTH team. (For example: "Charger Error", "Unable to access Charger", "BLE/ Connectivity issues", "Start charging" commands are not executing, "Searching for charger", etc.)

- The device is inaccessible due to any hardware related issue from BOLT.EARTH team. (For example: Relay issue, Internal Components damaged, PCB damaged, etc.). The device should be in warranty period for this scenario. If the device is not under warranty at the time of request, this shall not be considered for refund.

- The device is moving to auto- cut off state automatically after sending "start charging" commands.

- Device in "Programming Error" state due to firmware issue. (Please refer LED stats to identify the state of the device.)

- The device stopped abruptly due to some technical issues. Here, in cases where there are Energy consumption values, partial refund can be done based on the usage.

- In cases where the payment was successful & the user was unable to go to the booking page, the transaction id shall be collected from the user & cross verify the same with the concerned team internally. If found eligible, refund shall be processed for the user.

For any other cases, (For example: MCB not ON while trying to book, Damaged device, Bookings with proper energy consumption, fake bookings, wrong booking id, etc.) refunds shall not be considered. In cases where the payment has failed, refunds shall not be considered as the user will be refunded automatically within 7 business days by the payment gateway itself.

Any failure/ error happening during the transaction time can be from both parties (BOLT.EARTH team & the Payment Gateway). In these cases, transaction id shall be collected from the user & cross verify the same with the concerned team internally. If found eligible, refund shall be processed for the user.

DISCLAIMER: THE PROCESS MAY TAKE UNEXPECTED LONG TIME DUE TO TECHNICAL ISSUES FROM THE BANKING PARTNERS. UJOY TECHNOLOGY PVT. LTD WILL NOT TAKE THE LIABILITY IN SUCH CASES