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## Refund and Return Policy

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**Product:** Electric Vehicle Charging Station

**Model:** BOLT.EARTH Pro

### 1. Refund Conditions

We hope that you will be pleased with your purchase. Should you wish to return anything bought from us, we will be happy to refund or exchange the product provided it is in a fully resalable condition. The request of Returns should be made within resalable time of thirty days (30) and in original, undamaged packaging. Once the product reaches our premises, our QA team shall check the product and assure that it is in the resalable condition. If we find the product has not been returned to us in fully resalable condition, we reserve the right to refuse the refund on the product. If you are returning the product because of an error on our part or because it is damaged or defective, we will refund the delivery charges incurred in sending the product to you and pay your costs of returning it to us. We are not responsible for any returns sent back to us that are lost in mail. **We highly recommend using a tracked service**, so that you can check the status of your return. We are not responsible for any package lost before it reaches us. We only become responsible for packages sent back to us when they are received at our return address. Until this point your package is still in the care of the Postal service provider. Should your parcel be lost en-route, you will need to file a claim with your postal service provider.

### 2. How long the replacement takes?

The replaced product shall reach you in 25 business days from the date when the product is received at our premises.

### 3. How Long the refund takes?

Refunds will be issued in the form of the original payment mode. Refunds will be issued within 7-10 business days/weeks of the completion of BOLT.EARTH's return process. In some cases, this process may take several weeks to complete. **Please Note** that BOLT.EARTH will not take any responsibility for any delay in refund if there is any technical issue on the side of the banking partners.



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#### **4. Procedure for Return**

We, of course do our absolute best to ensure that every product we dispatch is correct and of the highest quality. However, mistakes unfortunately do happen. If you received an incorrect or faulty product, please email us at [support@bolt.earth](mailto:support@bolt.earth) with the information about the faulty product ASAP, so that we can authorise your return. We will send out your correct product as soon as we receive the incorrect product here.

In order to claim the return please provide us the below mentioned details.

- Authorization Number (Return request number/ticket number generated by the customer care)
- Name
- Date of Purchase
- Date of Delivery
- Invoice Number/order number
- Purchase Receipt
- Shipping Address

#### **5. Changes to Terms and Conditions**

We reserve the right, in our sole and absolute discretion, to amend, delete, modify, vary, or supplement any of these terms at any time and will endeavour to give prior notice of seven days for such changes.