

Complaints Procedure

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Draft under legal review. This text is not yet final.

Who we are

EPEVER Technologies Europe B.V. (trade name EPEVER)

Delftechpark 37G, 2628 XJ Delft, the Netherlands

Chamber of Commerce (KvK): 97511145 · VAT: NL868084578B01

Email: ecommerce@epever.eu · Phone: [LAWYER TO CONFIRM: customer service phone number]

How to complain

1. Email ecommerce@epever.eu or open a support case in My Account. Include your order number, what went wrong and, where helpful, photos.
2. We confirm receipt within 2 working days.
3. We respond in substance within 14 days [LAWYER TO CONFIRM: response time]. If we need longer, we tell you why and when you can expect an answer.
4. If we cannot solve it, we explain your options.

Defects

For faulty products the legal guarantee applies; use the support case wizard so we get serial number and proof of purchase at once.

Out-of-court settlement

EPEVER is not a member of a dispute committee such as the Geschillencommissie or Thuiswinkel.org [LAWYER TO CONFIRM: no membership assumed]. The EU online dispute resolution platform no longer exists. You can always bring a dispute before the competent court, and consumers can ask the European Consumer Centre of their country for advice.