

Shipping and Delivery Policy

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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)

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Countries

We deliver from our warehouse in the Netherlands to the EU countries listed below (read from the shop's country settings). You can browse the shop from anywhere; only delivery addresses are limited to these countries.

- Austria (AT)
- Belgium (BE)
- Bulgaria (BG)
- Croatia (HR)
- Czechia (CZ)
- Denmark (DK)
- Estonia (EE)
- Finland (FI)
- France (FR)
- Germany (DE)
- Greece (GR)
- Hungary (HU)
- Ireland (IE)
- Italy (IT)
- Latvia (LV)
- Lithuania (LT)
- Luxembourg (LU)
- Netherlands (NL)
- Poland (PL)
- Portugal (PT)
- Romania (RO)
- Slovakia (SK)
- Slovenia (SI)
- Spain (ES)
- Sweden (SE)

Carriers and zones

We book parcels and pallets through CheapCargo with carriers such as DHL, DPD, UPS, GLS and PostNL. At checkout you see the available services for your address, with price and estimated delivery time.

Estimated delivery times

The estimate shown at checkout applies. Typical: Netherlands and Belgium 1-2 working days; Germany, Luxembourg, France 2-3; other EU countries 3-6; pallets 3-8 working days. We deliver within 30 days at the latest unless we agree otherwise.

Cutoff time

Orders paid before the pickup cutoff shown at checkout leave the warehouse the same working day.

Tracking

Every parcel gets a tracking link by email and in My Account.

Damaged parcels

Please check the parcel when it arrives. Report visible damage within 48 hours with photos of the box, labels and product, so that we can claim with the carrier. This helps us, but it does not limit your rights as a consumer: you remain protected by the legal guarantee and the risk only passes to you on delivery.

Dangerous goods (lithium batteries)

Lithium batteries are classified as dangerous goods for transport (UN3480 lithium-ion batteries, UN3481 batteries packed with or contained in equipment). They ship under the ADR agreement, in approved packaging, with specialised carriers, and may need signed receipt by an adult at a business or residential address that the carrier can reach. Because rules, costs and carrier availability differ per destination, batteries and energy storage systems are sold by quotation only and are never shipped together with other goods.

Pallet deliveries

Pallets are delivered kerbside. The truck has a tail lift where booked; unloading beyond the kerb and moving goods inside are not included. A phone number is required so the driver can call before delivery. If you need a forklift or special access, tell us at ordering.

Failed delivery attempts

The carrier tries again or leaves the parcel at a pickup point. If a parcel returns to us after failed attempts, we contact you; re-sending may cost the actual shipping cost unless the failure was ours.

Address changes

After dispatch we cannot guarantee an address change. Contact us immediately; we ask the carrier where possible.