

Terms of Sale for consumers

Version 1 · Effective date: 2026-09-24

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]

The contracting party for every order in the EPEVER webshop (shop.epever.eu) is EPEVER Technologies Europe B.V.. EPEVER Technologies Europe B.V. imports into the EU products manufactured by EPEVER in China [LAWYER TO CONFIRM: importer versus distributor role].

1. Identity

See "Who we are" above. You can reach us by email at ecommerce@epever.eu on working days; we answer within two working days.

2. Definitions

- Consumer: a natural person acting for purposes outside their trade, business, craft or profession.
- Order: your offer to buy goods placed through the webshop.
- Contract: the distance sales contract between you and EPEVER.
- Durable medium: any means, including email with PDF attachments, that lets you store information for future reference unchanged.
- Withdrawal period: the 14 days in which you may cancel the contract without giving a reason.
- Quotation-only products: lithium batteries, energy storage systems and other goods that we sell only after a written quotation, because they are dangerous goods for transport or need a technical check.

3. Scope

These terms apply to every offer, order and contract between EPEVER and a consumer whose residence is in one of the countries we deliver to (listed on the Shipping and Delivery page). We sell goods only; we do not sell installation or other services through the webshop. Batteries and other quotation-only products are sold through a written quotation; once you accept the quotation and pay, these terms apply to the resulting order, together with the Quotation Terms.

4. Offer and conclusion of the contract

1. Our product pages describe the main characteristics of each product. Images are illustrative; the specifications and datasheets are decisive.
2. You order in these steps: (1) add products to the cart; (2) enter your contact details and delivery address; (3) choose a delivery method; (4) review the complete order with the total price, delivery estimate, your right of withdrawal and the legal guarantee; (5) press "Order and pay" and pay. Until step 5 you can correct every entry.
3. The button "Order and pay" means that pressing it places an order that obliges you to pay.
4. We confirm receipt of your order by email without delay. The contract is concluded when we accept your order by sending the order confirmation after your payment has succeeded.
5. If a price or product description contains an obvious error (for example a missing digit), we may correct it before dispatch. You then choose between the corrected offer and cancellation with a full refund.
6. If a product is no longer in stock after you ordered, we inform you without delay and refund what you paid for that product within 14 days at the latest.

5. Prices

- Prices are in euro and include VAT. Shipping costs are not included in the product price; they are shown before you order.
- VAT is charged at the rate of the destination country where EU rules require it (OSS). The rate and amount appear on the review step and on your invoice.
- We charge no surcharge for any payment method.
- Where a reduced price is shown, the struck-through reference price is the lowest price we charged in the 30 days before the reduction.
- A price marked "Your price" is personalised for your customer account.

6. Payment

- We accept card payments, iDEAL, Bancontact, SEPA Direct Debit and wallets such as Apple Pay and Google Pay, processed by Stripe.
- Card, iDEAL, Bancontact and wallet payments are charged when you place the order. SEPA Direct Debit is collected when you place the order but takes up to 14 working days to clear; we ship after the payment has cleared.
- If a payment fails, the order is not accepted and nothing ships. You can try again with another method.

7. Delivery

1. We deliver to the countries listed on the Shipping and Delivery page, from our warehouse in the Netherlands, with carriers selected through CheapCargo.
2. The estimated delivery time per country and method is shown at checkout. We deliver at the latest within 30 days after the contract is concluded unless we agree a different date with you. If we cannot, you may terminate the contract and we refund you without delay.
3. Orders paid before the daily pickup cutoff shown at checkout leave the warehouse the same working day; later orders leave the next working day.
4. You receive a tracking link for every parcel.
5. We may deliver in several parcels; you pay shipping only once.
6. The risk of loss and damage passes to you when you or a person you appoint (other than the carrier) receive the goods. If a parcel is lost or arrives damaged, tell us; we arrange a replacement or refund. This does not affect your legal rights.
7. Dangerous goods (lithium batteries, UN3480 and UN3481) ship separately with a carrier approved for them, under ADR rules, only after a quotation.

8. Right of withdrawal

1. You may withdraw from the contract within 14 days without giving any reason. The period starts on the day you, or a third party you indicate (other than the carrier), receive the last item of the order.
2. To withdraw, tell us clearly before the period ends: start a return in My Account, email ecommerce@epever.eu, or use the model withdrawal form (on the Right of Withdrawal page and attached to your order confirmation).
3. Send the goods back within 14 days after telling us.
4. You bear the direct cost of returning the goods, unless the goods are faulty or we sent the wrong item. For goods that cannot be returned by normal post (pallet goods and lithium batteries), the estimated return cost is [LAWYER TO CONFIRM: estimated return cost for pallet shipments] per pallet and [LAWYER TO CONFIRM: estimated return cost for dangerous-goods battery returns] per battery shipment.
5. We refund all payments received from you, including the standard delivery cost, within 14 days after you told us you withdraw. We may wait until we have received the goods back or you have supplied proof of sending, whichever comes first. We refund with the same payment method you used, at no cost to you.
6. You are liable for any diminished value that results from handling beyond what is needed to establish the nature, characteristics and functioning of the goods. Installed, wired or used electrical equipment may carry such a value deduction.
7. The right of withdrawal does not apply to goods made to your specification, and to sealed goods that are

not suitable for return for health or hygiene reasons once unsealed after delivery.

8. Lithium batteries must be returned under dangerous-goods rules. Do not send them yourself: contact us and we send packaging instructions and a suitable carrier. Never ship a damaged or swollen battery.

9. Legal guarantee (conformity)

1. The goods conform to the contract: they match the description, are fit for normal use and for any purpose we agreed, and come with the accessories and instructions you may expect.
2. You have a legal guarantee of at least two years under Directive (EU) 2019/771 as implemented in Dutch law (Book 7 Dutch Civil Code), and the longer period where the law of your country provides one.
3. Remedies: repair or replacement first; if that is impossible, disproportionate, not done within a reasonable time or the defect is serious, a price reduction or termination of the contract.
4. A defect that appears within one year of delivery is presumed to have existed at delivery unless we prove otherwise [LAWYER TO CONFIRM: two years in some countries, e.g. Portugal and Spain rules on presumption period].
5. Our commercial warranty is in addition to the legal guarantee and never limits it.

10. Commercial warranty

EPEVER gives a commercial warranty per product family. The duration is shown on each product page. The conditions are in the Legal Guarantee and Commercial Warranty statement.

11. Retention of title

The goods remain our property until you have paid in full.

12. Liability

Nothing in these terms limits our liability for death or personal injury, for intent or gross negligence, under product liability law, or under the legal guarantee. Otherwise our liability is limited as far as mandatory law allows.

13. Data protection

We process your personal data as described in our Privacy Policy.

14. Complaints and disputes

1. Send complaints to ecommerce@epever.eu or through My Account. We confirm receipt and respond in substance within 14 days [LAWYER TO CONFIRM: response time]. See the Complaints Procedure.
2. EPEVER is not a member of a dispute committee such as the Geschillencommissie or Thuiswinkel.org [LAWYER TO CONFIRM: no membership assumed].
3. You may always bring a dispute before the competent court.

15. Applicable law and jurisdiction

Dutch law applies. This does not deprive you of the protection of the mandatory consumer law of your country of residence. Disputes go to the competent court in the Netherlands, or to the court of your place of residence where the law gives you that right.

16. Language

You can conclude the contract in English, German, Spanish, Dutch or French. The version in the language you ordered in prevails for you.

17. Storage of the contract

We store the contract text and send these terms, the withdrawal information and the model withdrawal form as PDF with your order confirmation. Your orders and invoices remain available in My Account.

18. Changes to these terms

We may change these terms for future orders. The version that applies to your order is the one you accepted when ordering; its version number is recorded with your order.

19. Contact

EPEVER Technologies Europe B.V., Delftechpark 37G, 2628 XJ Delft, the Netherlands ·
ecommerce@epever.eu