

Right of Withdrawal and Returns 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)

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 14-day rule in plain words

If you are a consumer, you may cancel your order within 14 days after you received the last item, without giving a reason. This is different from a defect: if a product is faulty, you are protected by the legal guarantee for at least two years (see Legal Guarantee and Commercial Warranty), and you should open a support case instead.

| Withdrawal | Defect

Reason needed | No | Yes, the product is faulty

Time limit | 14 days after receipt | At least 2 years after delivery

Who pays return shipping | You, unless the goods are faulty | EPEVER

Where to start | My Account > Orders > Return | Support case wizard

Step by step

1. Tell us within 14 days: start a return in My Account, email ecommerce@epever.eu, or send the model withdrawal form below.
2. We send you the return address and, where applicable, the instructions for pallet goods or batteries.
3. Send the goods back within 14 days after telling us, well packed, preferably in the original packaging.
4. We refund within 14 days of your notice. We may wait until we received the goods or your proof of sending.

Return address

EPEVER Technologies Europe B.V., Returns department, [LAWYER TO CONFIRM: warehouse return address if different from Delftechpark 37G], the Netherlands. Always use the return number from My Account.

Return costs

You pay the direct cost of return, unless the product is faulty or we sent the wrong item. Parcels can go by any tracked postal service. For pallet goods we arrange collection; the estimated cost is [LAWYER TO CONFIRM: estimated return cost for pallet shipments]. For lithium batteries we arrange a dangerous-goods carrier; the estimated cost is [LAWYER TO CONFIRM: estimated return cost for dangerous-goods battery returns]. Never send a battery yourself and never ship a damaged or swollen battery.

Diminished value, with examples

You may handle the product as you would in a shop. If you use it beyond that, we may deduct the loss of value.

- Unpacking, looking at the controller and reading the display: no deduction.
- Connecting it once briefly to check it powers on: normally no deduction.
- Installing it in a system, cutting cables, drilling mounting holes or running it for days: deduction up to the full loss of value.
- Missing accessories or manuals: deduction for their value.

Refund timeline

We refund the product price and the standard delivery cost within 14 days after your notice, with the same payment method. If you chose a more expensive delivery than the cheapest standard option, we refund only the standard cost.

Business customers

Business customers have no legal right of withdrawal. Returns are possible only by prior agreement, in original packaging, subject to a restocking fee; see the Terms of Sale for business customers.

Model withdrawal form

(Complete and return this form only if you wish to withdraw from the contract.) A PDF version is available in five languages below.

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

- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*),
- Ordered on (*)/received on (*),
- Name of consumer(s),
- Address of consumer(s),
- Signature of consumer(s) (only if this form is notified on paper),
- Date

(*) Delete as appropriate.