

# Refund policy

## Contact

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EVCHARGEWA operates within accordance with the The Competition and Consumer Act 2010 and Australian Consumer Law

Thank you for purchasing with EVCHARGEWA, if you are not entirely satisfied we are here to help you

The product images shown are for illustration purposes only and may not be an exact representation of the product. EVCHARGEWA reserves the right to change product images and specifications at any time without notice.

## Return process:

Purchases online or by way of distance selling:

Returns will only be accepted if EVCHARGEWA Ltd sold the product(s) directly to you.

You can cancel your order within 14 days with or without a reason, you then have a further 14 days to return your item(s). Your right to cancel an order for goods starts the moment you place your order and ends 14 days from the day you receive your goods.

When the item has been returned, EVCHARGEWA requires up to 14 days to process once received, this includes issuing credit if required. EVCHARGEWA reserves the right to make deduction(s) if the value of the product(s) has decreased e.g. by way of damage.

Proof of purchase will be obtained via the website transaction.

Refunds can only be made using the original payment method (e.g. Debit card). Refunds to a card other than the original can only be processed if the original account details have expired or the original account no longer exists.

EVCHARGEWA excludes returns, where:

Purchased items that have been personalised e.g. logo applied or made to a customer's specification. The return is not complete, has been used, scratched, damaged or subjected to normal wear and tear, abnormal storage or operating conditions.

Product information or instructions have not been followed, which has attributed or caused a fault or damage to the product(s).

Repairs or alterations have been made by a non-competent person or where the products design has been altered.

No return reference has been used on the return packaging or where there is no audit trail to associate the return to a customer (signed for or not).

The fault arises from a drawing, design or specification supplied by the Customer.

Note: Customers rights may vary if EVCHARGEWA has entered into alternative contractual arrangement.

Purchase by way of Wholesale, from EVCHARGEWA Head Office, Exhibitions or by way of product meetings and demonstrations

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Purchase by way of Wholesale, from EVCHARGEWA Head Office, Exhibitions or by way of product meetings and demonstrations

A customer can only submit a return request if they purchased directly from EVCHARGEWA.

Proof of purchase is required (e.g. Order number, which can be found on the dispatch note).

Customers may return a Product(s) up to 30 days from the date you receive your order, and will be given the option of a refund or an exchange. EVCHARGEWA does not accept items for exchange or refunds unless the product(s) are faulty.

If you do not reject the product(s) within the first 30 days, but identify a fault within 6 months of ownership, you'll need to provide EVCHARGEWA with a chance to make good by way of repair or replacement. If EVCHARGEWA is unable resolve the fault following reasonable period to make good, you may ask for a refund (EVCHARGEWA requires up to 14 days to process a refund / credit).

After the six months, EVCHARGEWA will require proof that a fault was present at the time you purchased the product(s) or first took ownership.

EVCHARGEWA excludes returns, where:

Purchased items have been EVCHARGEWA (e.g. logo applied or made to a customer's specification).

The return is not complete, has been used, scratched, damaged or subjected to normal wear and tear, abnormal storage or operating conditions.

The product information or instructions have not been followed, which has attributed to a fault or caused damage.

Repairs or alterations have been made by a non-competent person or where the products design has been altered.

No return reference number has been used on the returned products(s) or where there is no audit trail to associate a return to a customer (signed for or not).

A repair or where alterations have been made by a customer to the product(s).

A fault or damage has occurred as result of not using an approved installer or competent person.

EVCHARGEWA 's advised maintenance or statutory maintenance has not been carried out on the product(s), which has attributed to a fault or caused damage.

The fault arises as a result of any drawing, design or specification supplied by the Customer.

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