

Refund Policy

Returns

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

The service being provided by **Coulomb EV Solutions Pvt Ltd. (Charge City)** is for charging of EVs at the charging stations owned and/or operated either by **Coulomb EV Solutions Pvt Ltd. (Charge City)** or by various 3rd Party Charging Point Operators. The cost of charging a vehicle is a paid in advance and the same has to be added to in-app wallet. **Coulomb EV Solutions Pvt Ltd. (Charge City)** also provides EV Charging Cloud Software for Charge Point Operators.

In case the cost has been prepaid before availing the charging facility, any balance amount due after the charging has happened will be refunded to original mode of payment. Any excess charging over and above the prepaid amount will have to be paid by the consumer after the charging.

Once the consumer's electric vehicle has been charged, Coulomb EV Solutions Pvt Ltd. (Charge City) reserves the right to charge the cost of charging from the consumer.

Customer can cancel the booking any time after the booking has been done till pre- specified minutes of starting time slot. In case of no show till pre-specified minutes after the starting time the booking would be cancelled by default. Customer would be charged the booking and or convenience fee which was shown at the time of booking in case of no show or cancellation of booking.

Payouts for Charge Point Operators

Any Charge Point Operator using the cloud software services can request a Payout from the cloud software. Once your request is approved we will send you an email to notify you about the same. We will also notify you of the approval or rejection of your Payout. If your Payout is approved, then it will be processed, and credit will be initiated on Bank A/C details provided on the Cloud Software.

Refunds (if applicable)

Once your request is approved we will send you an email to notify you about the same. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing Refunds or Payouts (if applicable)

If you haven't received a refund or payout yet, first check your bank account again.

Then contact your bank, it may take some time before your refund or payout is officially posted.

There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at **info@chargecity**.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at **info@chargecity.** and send your item to: **Regus, Plot No.22, Upper Ground Floor, TOWER-2, Assotech Business Cresterra, Sector 135, Noida, Uttar Pradesh 201301**

Shipping

To return your product, you should mail your product to: **Regus, Plot No.22, Upper Ground Floor, TOWER-2, Assotech Business Cresterra, Sector 135, Noida, Uttar Pradesh 201301**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.