

REFUND AND CANCELLATION POLICY

The service being provided by ChargeET is for charging of EV's at the charging stations owned and/or operated by Ever fuels Pvt Ltd or various other CPO'S. The cost of charging a vehicle can be paid in advance or can be deducted from the wallet for charging facility has been availed.

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

In case the cost of the charging has been prepaid by the consumer and the charger faces technical difficulties, the prepaid amount will be refunded to the original mode of payment/ wallet after due diligence by Ever fuels Pvt Ltd. Refund will be done to the customer's original mode of payment within 14 days as per industry standards.

Once the customer's electric vehicle has been charged, ChargeET reserves the right to charge the cost of charging from the customer.

Customer can cancel the booking any time after the booking has been done till prespecified minutes of starting time slot. In case of no show till prespecified 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.