

# Returns, Refunds and Cancellations Policy

In most cases the installing engineer will have the product with them. In the unlikely event that the charging unit is with you before the engineer arrives, it is your responsibility to check for any damages prior to installation.

## Exchange

If you change your mind about the type of car charging unit you would like to install this will be dealt with as follows:

- More than 14 days before install – we will replace with no extra charge other than the difference in price of the unit.
- Less than 14 days before install – we will replace if possible but there may be extra charges to cover additional costs – contact us as soon as possible if this is the case.

## Cancellation

You have the right to cancel your order within 7 working days from the date of purchase. To cancel your order, please contact us in writing within 7 working days.

## Faulty Goods

If any of the goods are faulty at the point of installation, we will source a replacement free of charge. After the point of installation, this will be covered by the manufacturer's warranty and you should contact them directly on the number provided within your Car Charge People welcome pack.

## How will my funds be refunded?

We action all refunds within 2 working days of receipt of damaged/faulty goods and this will show on your bank account within 3 working days.

**Customers who require refunds, cancellation or need to return goods, please contact [hello@thecarchargepeople.com](mailto:hello@thecarchargepeople.com)**