Refund Policy: X-MILES EV Charger (Online Purchase)

1. General

1.1 Payments for the X-MILES EV Charger are non-refundable, except as set out in this Refund Policy.

1.2 This policy applies to purchases made through the Verdant Home online shop. It does not affect your rights under the Consumer Protection Act 1999 or the product warranty.

2. Refund if your site is not suitable (With Installation options only)

2.1 Every With Installation purchase includes a site assessment by our appointed installer before installation.

2.2 If the site assessment finds that the charger cannot be installed safely or properly at your property, we will refund the amount you paid **less a site assessment fee of RM200** if, after the site assessment and before you confirm the installation date. A site is “not suitable” if any of these apply:

(a) your electrical supply or main switchboard cannot support the charger, and reasonable additional works at the property cannot fix this;

(b) there is no safe place to mount the charger, or no safe cable route from your switchboard to your parking area; or

(d) installing the charger would breach electrical safety standards or the requirements of TNB or Suruhanjaya Tenaga.

2.3 You do not need to apply for this refund. We will start it once the site is confirmed as not suitable.

3. When refunds are not available

3.1 No refund is available once you have confirmed the installation date or installation is complete.

3.2 **Charger Only purchases are non-refundable.** They do not include a site assessment, so you are responsible for checking that your site is suitable before you buy. Faulty products are covered under the product warranty.

3.3 Change of mind is not a reason for a refund.

3.4 If your property is under renovation or not ready, we will reschedule the site assessment. A site that is not ready is not treated as an unsuitable site.

4. Refund process and timeline

4.1 We will confirm whether you qualify for a refund, and the amount, within 7 working days of the site assessment findings.

4.2 Refunds are paid within 14 working days from the date we confirm the refund to you.

4.3 Refunds are made to the original payment method where possible. For FPX or online banking payments, we may ask for bank account details in the purchaser’s name. Card refunds may take longer to appear, depending on your bank.

4.4 The refund is based on the amount you actually paid at checkout. Any extra amount you paid separately for additional works will be refunded only if that work was not carried out.

4.5 Once the refund is paid, your order is cancelled.

4.6 “Working days” means Monday to Friday, excluding public holidays in Malaysia.