



Returns Policy

If you have changed your mind regarding a product which you have purchased from us then you may return the item to us within 30 days of purchasing your item.

Unwanted items must arrive to us in a new, undamaged, and unused condition with the cable ties attached for you to be eligible for a refund. Any complimentary items, such as carry cases, must also be returned for you to be eligible for a refund. A full refund will be processed to the same billing method used to purchase the product from us.

Items returned within this period must be returned to us at the buyer's expense. The buyer will be responsible for the item until we have safely received the item in good condition. Items lost or damaged in transit on the way to us will not be refunded, and the buyer will need to contact their chosen courier to claim compensation for any loss and damage in transit, if available. We recommend insuring the package with your chosen courier to cover the purchase value of the item, in the event of the package being lost or damaged in transit.

To begin the returns process, please send an email, containing your name and order number, to info@electricvehicleequipment.co.uk indicating that you wish to return the item. A member of our team will provide acknowledgement of the buyer's wish to return the item and will provide return details.

If you wish to cancel an order post-purchase then please contact us as soon as possible and we will cancel the order and arrange a full refund. If the item has already been dispatched then please be advised that return delivery costs will be at the buyer's expense.

Warranty Policy

All purchases from Electric Vehicle Equipment are provided with Warranty which is effective for 12 months from the date of purchase. Our Warranty covers any defects in material or workmanship under normal use during the Warranty Period.

When a warranty claim is made, we may ask the buyer a series of questions relating to the nature of the defect, and may request the buyer to perform additional troubleshooting in order to determine whether or not an item is defective. Electric Vehicle Equipment also reserves the right to request visual evidence, either photographic or video, demonstrating the fault before any warranty claim will be upheld.

Our Warranty does not cover any complimentary items that are provided free of charge with the purchased product.

If we believe that any fault or defect to a product has been caused through misuse, drop damage, sabotage or general negligence, we reserve the right to return your item to you without replacement and it will not be covered under warranty. All products are inspected for damage before they are dispatched to the buyer.

In order to claim against the warranty, the buyer must contact us via email at info@electricvehicleequipment.co.uk in order for us to determine the problem and the best course of action in relation to the claim.

The buyer will be responsible for the item until we have safely received the item. Items lost or damaged in transit on the way to us will not be refunded or exchanged, and the buyer will need to contact their chosen courier to claim compensation for any loss and damage in transit, if available. We recommend insuring the package with your chosen courier to cover the purchase value of the item, in the event of the package being lost or damaged in transit.

Please note that our warranty does not cover against the pins inside the charging plug becoming rusted or corroded. Please ensure you store your cables in a dry place to further protect against rust or corrosion. We recommend using the rubberised cover(s) attached to the charging cable and/or a carry case at all times when the charging cable is not in use to help protect the charging plugs against this kind of damage.

If a fault or defect has been found then we will offer either a replacement product or a full refund. Exercise of the warranty shall not extend the warranty period or trigger a new warranty.

If we have found that there is no defect or fault present then the product will be returned to the buyer and Electric Vehicle Equipment reserves the right to charge back any expenses occurred with regards to servicing and distribution to the buyer.