

Return Policy

1. Our Electric Vehicle (EV) chargers come with a limited warranty that covers defects in materials and workmanship for a period of **1 year** from the original date of purchase. This warranty applies to the original purchaser and is non-transferable.
2. To be eligible for a return under warranty, the EV charger must be within the warranty period, and the issue must be related to defects in materials or workmanship under normal use and installation conditions.
3. The original purchaser must provide a valid proof of purchase, such as a receipt, invoice, **serial numbers**, or order confirmation, indicating the date and place of purchase. This will be used to verify that the EV charger is still within the warranty period.
4. Before returning an EV charger under warranty, the customer must obtain a Return Merchandise Authorisation (RMA) number from our customer service department. To obtain an RMA number, please contact our customer support team at **(+6011 1089 0254) or (support@vsdautomation.com)**, providing details of the issue and a copy of your proof of purchase. Our team will then issue an RMA number and provide further instructions on how to return the EV charger.
5. The EV charger must be returned in its original packaging and include all accessories, components, and documentation that were included at the time of purchase. Failure to include all necessary items may result in delays or denial of the warranty claim.
6. The customer is responsible for covering the shipping costs to return the EV charger to our designated service centre. We recommend using a trackable shipping method with insurance to ensure the safe delivery of the item. We are not responsible for any lost or damaged packages during transit **or failure of logistic company delivery to us.**
7. Upon receipt of the returned EV charger, our technicians will inspect and evaluate the item to determine if the issue is covered under the warranty. If the defect is covered, we will, at our discretion, either repair, replace, or refund the EV charger. The repaired or replaced item will be **picked up by the customer at his/her own expense.**

8. The warranty does not cover damage or defects resulting from misuse, abuse, accidents, unauthorised modifications, or repairs, improper installation, or use of the EV charger with incompatible equipment. If the issue is found to be a result of one of these exclusions, the warranty claim may be denied, and the customer may be responsible for any costs associated with repair or replacement.
9. This limited warranty is in lieu of all other warranties, expressed or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. We do not assume any liability beyond the remedies provided in this warranty.