

CUSTOMER POLICIES

1. Customer Service Contact

Users can contact us via:

- Email: support@takeacharge.com
- Website: <https://www.takeacharge.com>
- Contact form (available on website)

2. Return Policy

As Take a Charge provides rental services (not physical goods for sale), a traditional return policy does not apply.

However, users are required to return rented power banks to designated stations within the time indicated in the application or on the station screen. Failure to do so may result in the deduction of a deposit, in accordance with the service terms.

3. Refund & Dispute Policy

Refunds are not guaranteed and will only be considered in limited and justified circumstances, including:

- Verified technical malfunction of the station that prevents proper use of the service
- Demonstrable billing error directly attributable to Take a Charge
- Confirmed failure of the rental process where no service was successfully provided

All refund requests must be submitted within 7 calendar days from the date of the incident. Requests submitted after this period may not be considered.

Take a Charge reserves the right to assess each request on a case-by-case basis, in accordance with applicable laws. Users may be required to provide sufficient evidence, including transaction details, timestamps, or other relevant information.

Refunds will not be issued in cases including, but not limited to:

- User error, misuse, or failure to follow instructions provided in the application
- Failure to return the device in accordance with the service conditions
- Delays or issues caused by factors outside the reasonable control of Take a Charge

Nothing in this policy limits any mandatory consumer rights under applicable law.

4. Cancellation Policy

Users may cancel a rental at any time by returning the power bank to an official station.

Charges apply based on rental duration.

5. Legal / Export Restrictions

The service is intended for use within supported regions only.

Users must comply with all applicable laws and regulations when using the service.