

# REFUND/CANCELLATION POLICY

## Refund

Subject to any deductions that we may make or are entitled to make, you may request for the deposit to be refunded to you, in accordance with our prevailing refund policy.

Kindly return the powerbank within 6 days. If the powerbank is NOT returned in 6 consecutive days, your deposit will be deducted and the powerbank will be considered SOLD and is yours to keep.

### **A) Refund via Bank Transfer (Only applicable to PowerNow E-Wallet)**

After submitting your request for a deposit refund from PowerNow E-Wallet, you will receive a confirmation email ensuring you have given the correct details. After confirmation, the refund process will take up to 3 working days.

Note: The refund process might take longer if the user does not respond to the confirmation email.

### **B) Refund via Credit Card**

The refund request will initiate automatically after you return the powerbank and make payment (if there is any rental fees occurred). The refund process will take 1-3 working days.

Note: The refund will be reflected into the user's card statement.

### **C) Refund via Debit Card**

The refund request will initiate automatically after you return the powerbank and make payment (if there is any rental fees occurred). Depends on issuer Bank, some banks may takes up to 14 working days to refund the deposit.

Note: The refund will be reflected into the user's card statement.