

**Cancellation Policy.**

Any remaining credit different from the deposit left on the User's account shall not be refunded upon cancellation of contract for any cause.

The deposit outstanding at the time of return shall be refunded or liberated on return of the power pack if in perfect condition as rented.

If the technical personnel at BATT2GO suspect a defect to the charger (e.g. any damage to the rental charger, label, cable or other), the repayment of the deposit shall be postponed until the functionality of the charger has been checked by BATT2GO.

In case the User is liable for the damage, the deposit shall not be refunded. In case the User is not liable for the damage, the deposit repayment shall be made electronically. The period for checking the rental charger and returning the outstanding deposit shall not exceed 60 days after the return of the rental charger. During this period, the rental charger shall be retained by the Point of Sale and/or by BATT2GO and the assessment of the nature of the damage shall be the sole prerogative of BATT2GO and its diagnosis shall be final.