

Return conditions Libra Energy B.V.

If damage has occurred when delivering the items, always report this on the carrier's waybill. Then send an e-mail to: customersupport@libra.energy.

Do you have a defective article? Then fill in the RMA form.

A return must be reported to us within 14 days of the delivery date via a completed return form. If you wish to return the item yourself, this is possible. However, the return must always be registered via the form. Please take into account return costs, which are based on the total amount of the items.

The exact return cost will be calculated per return request. Customer Support will contact you about this.

To avoid damage, the items must be properly packed. It is mandatory to include a photo of the packed materials.

The following items will not be taken back:

- Items delivered to order (not stocked items).
- Separately purchased configurations for charging stations.
- Warranty extensions.
- Items from the outlet
- Obsolete articles,
- Batteries (items with kWh in the description)
- Original packaging of inverters, charge posts and the like, which has been written/signed on.

If items are delivered to us damaged through this return process, charges will apply.