

**Return Terms
V2.0**

LiFePO₄



Return & Exchange Terms - WeVolt Energy

EXECUTIVE SUMMARY

30-Day Returns: Change-of-mind returns accepted within 30 days of delivery for unused items in original packaging.

Refund Timing: We issue refunds within 7 business days after we receive and inspect your return.

DOA Free Exchange: If your product is Defect-on-Arrival (DOA), we provide a free exchange, including outbound replacement shipping, after technical confirmation.

1. Scope & Contact

This policy applies to consumer purchases made on our website.

Customer Service: admin@yixiangpower.com

Please do not ship anything back before you receive our RMA (Return Merchandise Authorization).

2. Eligibility for 30-Day Returns (Change of Mind)

Time window: Hand the return to the carrier within 30 calendar days from the date you received the product.

Condition: Item must be undamaged, with all original accessories, manuals, inner bags/inserts, labels, and original outer carton; serial numbers and tamper seals intact.

Packaging: If the original packaging is missing/damaged, you must pack to an equivalent protective standard; damage in transit due to inadequate packing may reduce or void the refund.

Safety: Products that have been installed/used or that present a safety risk cannot be accepted as change-of-mind returns (warranty rights remain available).

3. Costs & Deductions

Return freight: Customer pays the return shipping cost and is responsible for choosing a trackable service; Cash-on-Delivery (COD) returns are not accepted.

Outbound costs: Original shipping/insurance/taxes are non-refundable.

Diminished value: Missing/damaged accessories, marked housings, or repacking/restoration may incur a deduction (typically 5–20%) based on actual remediation cost.

Loss or damage in return transit: Risk remains with the customer until the return is delivered to our designated address.

4. DOA (Defect-on-Arrival) — Free Exchange

Report window: Contact us within 7 days of delivery if you believe the item is DOA.

Verification: Provide order number, serial number, photos/video, and (for battery products) BMS logs/error codes if available.

Remedy: Upon technical confirmation, we will exchange the product for the same model at no cost to you, and we cover the outbound replacement shipping.

If the exact model is unavailable, we will offer an equivalent replacement or refund.

5. Lithium Battery & ESS Dangerous-Goods (DG) Returns

Do not ship lithium batteries or ESS modules back without our DG instructions.

Returns must use approved carriers, required labels/marks (e.g., UN3480/UN3481), and our state-of-charge and packing guidance.

Air returns of damaged/defective batteries are prohibited; we will arrange compliant ground/sea routing if needed.

Unauthorized DG returns (no RMA / wrong address / non-compliant labels) will be refused and may be returned at your expense.

6. Items Not Eligible for Return

Customized or special-order configurations specifically built for you.

Items that have been installed/used in a manner affecting resale or safety.

Products with removed/tampered serial numbers or seals.

Items that cannot legally or safely ship under DG rules (e.g., swollen, damaged cells without approved packaging/routing).

Final-Sale items clearly marked as such on the product page.

7. RMA Process (Required for Any Return or Exchange)

Request: Email info@wevolt.global with order #, serial #, reason, photos/video.

Approval: We review eligibility and issue your RMA number, return address, and (if lithium) DG packing/label instructions.

Ship back within 14 days of RMA issuance; write the RMA number on the outer carton and use a trackable service.

Inspection: We confirm condition and safety compliance typically within 48–72 hours of receipt.

Resolution: Refund/exchange per Sections 3–4.

Returns sent without an RMA, to the wrong address, or by COD cannot be processed or refunded.

8. Refund Method & Timing

Once inspection is approved, we will issue the refund within 7 business days to your original payment method.

Bank/payment-provider processing times and cross-border transactions may add extra days outside our control.

If a return is rejected (e.g., ineligible condition, DG non-compliance), we will notify you and can ship the item back at your expense.

9. Exchanges (Non-DOA)

For change-of-mind exchanges, please place a new order and return the original item under the 30-Day Returns rules.

For defective products (non-DOA within 30 days), we will prioritize repair or exchange after technical assessment.

10. Late or Missing Refunds

If you haven't seen the refund after our confirmation, please check with your card issuer/bank. If it still doesn't appear, contact us at info@wevolt.global and we'll help trace it.