

 <p>KNIGHT & APPS LTD A measurable difference</p>	RETURN POLICY		
	<i>For Emergency Call Knight & Apps Ltd HSE Department</i>		
	Tel.: +254 (7) 88 220 607 - Email: hse@knightsandapps.com		
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At **Knights and Apps Ltd – Drivelectric**, we strive to ensure customer satisfaction across all our service offerings, including solar installations, EV leasing and taxi services, charging infrastructure, and battery repurposing. Please read our return and refund policy carefully before making any purchase or signing any agreement.

1. Solar Installation and Operations & Maintenance (O&M)

1.1 Cancellation and Refunds

- **Before Installation:** If you cancel a solar installation project prior to the commencement of the installation, you may be eligible for a full or partial refund of any deposits made, depending on the stage of the project. A processing fee may be deducted.
- **After Installation:** Once the solar system has been installed, we do not offer returns or refunds. However, if the installation is found to be faulty or non-compliant with the agreement, we will correct the issue as part of our warranty and service guarantee.

1.2 Operations and Maintenance (O&M) Services

- **Ongoing Contracts:** If you have an ongoing O&M contract, cancellations can be made in accordance with the terms outlined in the specific service agreement. Refunds will not be provided for services already rendered.
- **Service Discrepancies:** If any O&M service is found unsatisfactory or not in compliance with the contract, we will offer corrective services at no additional cost.

2. EV 4-Wheelers (Leasing and Taxi Fleet Services)

2.1 Leasing Agreements

- **Early Lease Termination:** If you choose to terminate your EV lease before the end of the contract term, you may be subject to early termination fees as specified in your lease agreement. Refunds on unused lease payments are not typically provided.
- **Refunds on Deposits:** Any security deposit provided at the start of the lease will be refunded at the end of the lease period, provided the vehicle is returned in the agreed condition, less any charges for damages or excess mileage.



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2.2 Taxi Fleet Services

- **Service Cancellation:** If you need to cancel a booked taxi service, you may do so in accordance with the cancellation terms outlined in your service agreement or booking terms. Refunds may be provided for cancellations made before the service begins, subject to a cancellation fee.
- **Service Refunds:** If the taxi service is found to be substandard or does not meet agreed expectations, we will investigate the matter and may offer partial or full refunds on a case-by-case basis.

3. Charging Infrastructure

3.1 Refunds for Charging Services

- **Charging Sessions:** Once a charging session has begun, refunds will not be issued for the session. However, if there are technical faults or interruptions during the session, please contact customer support, and we will review the issue and may offer a partial or full refund depending on the circumstances.

3.2 Installation of Charging Equipment

- **Before Installation:** If you cancel the purchase of a charging station before installation, you may be eligible for a partial refund, less any administrative or cancellation fees.
- **After Installation:** Once a charging station has been installed, refunds will not be issued. However, if the equipment is found to be faulty or not as per the agreed specifications, we will provide repair or replacement under our warranty terms.

4. Battery Repurposing

4.1 Battery Repurposing Sales

- **Non-Returnable Items:** Repurposed or recycled batteries are non-returnable once sold, due to their nature as second-life products. All sales are final.
- **Defective Items:** If a repurposed battery is found to be defective within the warranty period, we will offer a replacement or repair service as per the terms of our warranty policy. Refunds will not be provided.



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4.2 Repurposing Services

- **Cancellation:** If you cancel a battery repurposing service before the evaluation or repurposing begins, you may be eligible for a refund, less any applicable administrative fees. Once the repurposing process has started, cancellations will not be eligible for refunds.

5. General Terms

5.1 Inspection and Approval

- For products and services, we recommend a thorough inspection upon delivery or installation. Any issues must be reported within 7 days of receipt to qualify for a refund or replacement.

5.2 Refund Processing

- Refunds, where applicable, will be processed within 14 business days of approval, via the original payment method.

5.3 Non-Refundable Costs

- Costs associated with shipping, installation, or administrative fees are generally non-refundable unless otherwise specified in the contract or agreement.



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6. Contact Information

If you have any questions or concerns regarding our Return Policy or wish to initiate a refund or return process, please contact us at:

- **Email:** info@knightsandapps.com
- **Phone:** +254 788 220607
- **Address:** Great Jubilee Center Karen P.O. Box 1535 -00502 Nairobi

Approved by



Francis Romano
Managing Director
23rd September 2024

