

POWER BOX TECHNOLOGIES LTD

REFUND POLICY

Effective Date: 17 August 2026

1. PURPOSE

This Refund Policy explains when refunds, credits, adjustments and goodwill gestures may be provided by Power Box Technologies Ltd ("Power Box").

This Policy should be read alongside:

- Terms & Conditions
- Rental Terms
- Privacy Policy

In the event of any conflict, the Rental Terms shall prevail in relation to rental transactions.

2. SCOPE

This Policy applies to:

- Power Bank rentals;
- Rental charges;
- Purchase conversion charges;
- Payment disputes;
- Failed return claims;
- Technical issues;
- Customer service adjustments.

3. GENERAL PRINCIPLES

Power Box aims to treat customers fairly while protecting the business from fraud, abuse and unreasonable claims.

Refunds are not automatic.

Each request shall be assessed based upon:

- available evidence;

- transaction records;
- Station logs;
- rental records;
- customer communications; - technical records.

4. AUTOMATIC REFUNDS

Power Box may issue a refund without requiring a formal review where Power Box confirms:

- duplicate billing;
- duplicate transactions;
- incorrect charges caused by a system error; - processing errors resulting in overpayment.

Power Box reserves the right to verify all claims before issuing a refund.

5. REFUND REQUESTS

Refund requests should be submitted to: admin@powerboxcharging.co.uk Refund requests should include where possible:

- customer name;
- email address;
- transaction date;
- Station location; - description of the issue; - supporting evidence.

Power Box may request additional information before reaching a decision.

6. TECHNICAL ISSUES

Where a technical issue materially affects a rental, Power Box may where appropriate and following review of the available evidence:

- provide a full refund;
- provide a partial refund;
- provide account credit;
- provide a goodwill adjustment;
- reject the request where evidence does not support the claim.

Technical issues may include:

- failed Power Bank release;

- failed charging session;
- incorrect billing; - platform errors.

7. FAILED RETURN CLAIMS

Where a customer claims that a Power Bank was returned but the return was not recorded, Power Box may investigate:

- Station records;
- transaction logs;
- rental records;
- technical records;
- customer communications.

Where evidence supports the customer's claim, Power Box may adjust charges and issue a refund where appropriate.

8. PURCHASE CONVERSION CHARGES

Where a Power Bank is not successfully returned within forty-seven (47) hours, the rental may automatically convert into a purchase in accordance with the Rental Terms.

Following purchase conversion:

- no automatic refund entitlement shall arise;
- ownership of the Power Bank shall transfer upon successful collection of payment.

Power Box may, at its sole discretion, offer:

- a refund;
- a credit;
- a goodwill adjustment.

Nothing in this section obliges Power Box to do so.

9. NON-REFUNDABLE CIRCUMSTANCES

Refunds will normally not be provided where:

- the customer changed their mind;
- the customer no longer required the service;
- pricing was displayed before rental and applied correctly;
- the customer's device charged slowly;

- the customer's device was defective;
- the customer failed to return the Power Bank within the required period; - evidence does not support the claim.

10. CHARGEBACKS

Customers are encouraged to contact Power Box before initiating a chargeback through their payment provider.

Power Box reserves the right to:

- investigate chargebacks;
- contest chargebacks;
- suspend access to Services;
- recover resulting losses and fees where permitted by law.

11. PROCESSING TIMES

Approved refunds shall normally be processed within a reasonable period.

Actual receipt of funds may depend upon:

- banks;
- payment processors; - card issuers;
- financial institutions.

Power Box shall not be responsible for delays caused by third parties.

Approved refunds will normally be issued to the original payment method used for the transaction unless otherwise agreed by Power Box.

12. GOODWILL ADJUSTMENTS

Power Box may, at its sole discretion, provide:

- credits;
- discounts;
- vouchers;
- refunds;
- promotional benefits.

Any goodwill gesture:

- is voluntary;

- does not constitute an admission of liability;
- does not create a precedent for future claims.

13. CONSUMER RIGHTS

Nothing in this Policy limits or excludes any rights that cannot lawfully be limited or excluded under applicable law, including the Consumer Rights Act 2015.

14. SEVERABILITY

If any provision of this Policy is found to be invalid, unlawful or unenforceable, the remaining provisions shall remain in full force and effect.

15. CHANGES TO THIS POLICY

Power Box may amend this Policy from time to time.

Updated versions shall be published through the Power Box website and/or applications.

Continued use of the Services constitutes acceptance of any updated version.

16. CONTACT DETAILS

Power Box Technologies Ltd

Email: admin@powerboxcharging.co.uk

Registered Office: C/O Stuart McBain Ltd (Accountants) Unit 14 Tower Street Brunswick Business Park Liverpool England L3 4BJ

17. GOVERNING LAW

This Policy shall be governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction regarding any dispute arising from this Policy.