

Shipping & Returns Policy

General

This agreement constitutes the complete understanding between both parties and no modifications or additions can be made unless both parties agree in writing and are signed by an authorised representative of Energy Independence (Pty) Ltd.

The terms and conditions are subject to change, and you acknowledge that any orders placed are governed by the terms and conditions in effect at the time of the order.

The terms and conditions are final and enforceable, and cannot be altered or invalidated by any conditions or events.

You expressly waive any conflicting terms or conditions that you may propose or attempt to impose.

These terms and conditions apply to all personnel, agents, and employees of Energy Independence.

Shipping Charges

Your total cost for purchase of any product will include shipping and handling charges as calculated at checkout and reflected on the Energy Independence website and invoice.

Delivery

Any delivery note or waybill (copy or original) signed by you or person accepting delivery on your behalf and held by Energy Independence or our Courier Partner shall be sufficient proof that delivery was made to you.

Goods delivered must be checked in order to confirm that the goods delivered are in accordance with the order placed and are free from visible damage/defect.

Any discrepancies and/or visible defects must be noted on the delivery note/waybill.

Energy Independence reserves the right to split the delivery of goods ordered in the quantities and on the dates it decides with your prior consent, which consent shall not be unreasonably withheld.

Should you choose to engage a third party to transport the goods, you indemnify Energy Independence against any claims of whatsoever nature that may arise from such an agreement.

Energy Independence warrants that it will endeavor to meet delivery times, but shall not be liable for any loss or damage of whatsoever nature which you may suffer as a result of any delayed delivery, unless the aforesaid has regard to circumstances within its reasonable control.

Processing Times

You can expect your order to be processed within approximately one business day, provided the items are in stock and the payment has been verified. All products are in stock unless specifically mentioned that there is a lead time applicable.

Energy Independence, cannot guarantee same day shipping. Customers should also note that no orders will be processed on weekends and official public holidays.

Returns

At Energy Independence, your satisfaction is important to us. Therefore, we offer a 7-day money-back satisfaction guarantee on all purchases made with us.

Should you find yourself unsatisfied or have had a change of heart, we gladly accept returns of any product within 7 (seven) days from the date of receiving the product, provided that the following conditions are met:

- The item is free from any damage whatsoever
- It remains in an unused condition and unassembled
- The product is unopened and still in its original packaging

To initiate a return, kindly send an email to sales@powerprovider.co.za

Please note, a handling fee of up to 15% may apply to the return.

We'll coordinate with our trusted courier service to collect the item from you. The associated shipping costs will be at your expense. In the event a refund is applicable, delivery costs will be deducted.

Upon receipt and inspection of the returned item, we'll promptly notify you via email regarding the status of your refund. If approved, we will initiate the reimbursement process immediately. Please allow up to 15 days for the refunded amount to reflect in your account, depending on your financial service provider.

Should you have any further queries or concerns regarding our returns policy, feel free to reach out to us.

Limitation of Liability

To the extent allowed by law, you agree that Energy Independence shall not be liable to you or any other person or entity whatsoever in respect of any loss or damage:

caused by or arising from any fact or circumstance beyond the reasonable control of Energy Independence;
which is consequential or incidental loss or damage; and/or
Of whatever nature and howsoever arising from or in connection with the supply of goods.

Service Address and Notices

For all purposes under this agreement including giving of any notice, the payment of any amount, the service of any process and for all other purposes arising from this agreement you hereby choose the service address set out on the quotation for the order of goods.

For any inquiries or complaints regarding our terms, please email sales@powerprovider.co.za