

### **Tesla Vehicle Accessories: Direct-ship, Service-installed, and Wall Connectors:**

Genuine Tesla vehicle accessories are fulfilled in one of two ways.

- **Direct-ship:** Products requiring minimal installation that are meant to be added and removed from the vehicle at the owner's convenience are considered "Direct-ship" products. Direct-ship accessories dispatch to the shipping address provided by the customer at checkout.
  - Examples of Direct-ship accessories include:
    - Charging adapters
    - Car covers
    - All-weather interior kits
    - Sunshades
    - Roof racks
    - Hitch racks
  
- **Service-installed:** For technical, safety, and/or warranty reasons, there is a category of vehicle accessories that, upon purchase, are dispatched to the Tesla Service Center of the customer's choosing. The purchase price of these items includes freight and installation. Upon arrival of these accessories, the selected Service Center will contact the customer to arrange for installation. With installation included, customers can be assured these accessories will perform and integrate flawlessly with their vehicles.
  - Examples of Service-Installed accessories include:
    - Carbon spoiler
    - Integrated center console
    - Wheel and tyre packages
    - Performance pedal sets
  - Please note, upon checkout that customers are prompted to enter their car's VIN number and preferred Tesla Service Center. Failure to provide this information for Service-installed accessories may cause a delay in order processing.
  
- **Wall Connectors:** As Wall Connectors require installation by a licensed electrician, Wall Connectors are dispatched directly to the customer's shipping address. This allows customers to receive their wall connector as quickly as possible, and coordinate installation with their preferred electrician.

### **Shipping and Ordering Times:**

For accessories that are in stock, orders are generally processed during the following business day. Although we strive for order dispatch within 24 hours, order volume and product availability may result in additional processing time. Please see the Shipping and Ordering Time Table below for further details.

Please note:

- Large shipments, wheel and tyre packages, and Roadster accessories may have longer processing times.

- Due to order volume and product availability, certain items may have limits on the quantity that can be ordered. For instance, a maximum of five Wall Connectors may be ordered per request.

**Shipping and Ordering Time Table:**

Country	Shipping Cost	Shipping Time	Typical Delivery Time
Austria	Free	In 24 hours	7-14 business days
Belgium	Free	In 24 hours	7-14 business days
Denmark	Free	In 24 hours	7-14 business days
Finland	Free	In 24 hours	7-14 business days
France	Free	In 24 hours	7-14 business days
Germany	Free	In 24 hours	7-14 business days
Ireland	Free	In 24 hours	7-14 business days
Italy	Free	In 24 hours	7-14 business days
Luxembourg	Free	In 24 hours	7-14 business days
Netherlands	Free	In 24 hours	7-14 business days
Norway	Free	In 24 hours	7-14 business days
Portugal	Free	In 24 hours	7-14 business days
Spain	Free	In 24 hours	7-14 business days
Sweden	Free	In 24 hours	7-14 business days
Switzerland	Free	In 24 hours	7-14 business days
United Kingdom	Free	In 24 hours	7-14 business days

**Accessory Installation:**

Direct-ship accessories are meant to easily be added and removed from the vehicle and do not require a Service Center visit. However if technical assistance is needed with these or other genuine Tesla accessories, customers are welcome to contact [OnlineOrdersEMEA@Tesla.com](mailto:OnlineOrdersEMEA@Tesla.com). If further assistance is deemed necessary, a service appointment can then be made.

Customers are encouraged to take delivery of their vehicle as configured and becoming familiar with the vehicle, before considering personalization of the vehicle or additional accessory needs.

**Cancelling or Withdrawing your Order:**

Order cancellation or withdrawal requests can be sent via email at: [OnlineOrdersEMEA@Tesla.com](mailto:OnlineOrdersEMEA@Tesla.com). Alternatively you can send a filled out model [withdrawal form](#) to our postal address as set out here: Tesla Motors Limited, 197 Horton Road, West Drayton UB7 8JD, United Kingdom.

For withdrawals, you can make use of our model form found here: [Withdrawal Form](#)

If you prefer to send your withdrawal by post you can mail it to the address set out in the Withdrawal Form (please note this method implies longer handling time).

To ensure accurate processing of the request as quickly as possible, please provide the following information:

- Customer name and e-mail address associated with the order
- Order number
- Item description
- Quantity to be cancelled
- Optional: Cancellation reason (used to determine eligibility via withdrawal right or Return Policy)

Please note, orders may be cancelled free of charge until dispatch. If already shipped, the customer bears the direct costs of returning the goods if he wishes to cancel the order; please refer to the Return Shipping Rates Table below.

Tesla accessory returns:

To ensure that our customers are satisfied with their accessories, they have a 30 day return period to test and inspect the goods. There are a few ground rules for product returns, please find them summarized below:

**Returns; “Direct-ship” accessories (all but wall connectors):**

- Only items purchased directly from Tesla are eligible for return.
- Return requests must be sent within 14 calendar days of product delivery (as per shipment tracking information).
- Return requests may be sent to [OnlineOrdersEMEA@Tesla.com](mailto:OnlineOrdersEMEA@Tesla.com) or alternatively by sending the [Withdrawal Form](#) by email or by post to the address set out in the Withdrawal Form (please note that sending by post implies a longer handling time)
- We reply to return requests within five business days. If approved, a shipping label will be provided to customer.

The item must be shipped back within 14 calendar days after customer has received the return shipping label at which point the shipping label expires.

- The customer will be liable for return shipment fees, except if the item is returned due to warranty conditions. See Return Shipping Rates Table below.

- Shipping fees are deducted from the customer’s return refund.

Customers shall handle and inspect the product with due care. We may deduct from the refund any diminished value of the product, resulting from the handling of the goods other than what is necessary to establish its nature, characteristics and its functioning.

- Once the shipping label has been applied, customers may drop off returns at courier parcel points or schedule a pick-up in many cases.
- Please note, Tesla Service Centers cannot accept returns nor process refunds.
- Refunds are credited to the customer’s original method of payment upon Tesla’s receipt of the return.

- Please do not send any items back to Tesla with a shipping label other than the one Tesla provides, doing so may delay handling. The time Tesla takes to provide a shipping label in eligible cases will not impact your cancellation or withdrawal.

#### **Returns; “Service-installed” accessories:**

- Service-installed accessories may be ineligible for return (except for cases involving product warranty) because of their nature. For example items made to the customer’s specifications or clearly personalized goods and items that are inseparably mixed with other items are excluded from return
- The customer shall be liable for both the (de-)installation costs and any diminished value of the service-installed accessory, which will be deducted from the refund (except for cases involving product warranty).

#### **Returns; Wall Connectors:**

- Tesla Wall Connectors may be returned within 14 calendar days of product delivery (as per shipment tracking information).
- Only items purchased directly from Tesla are eligible for return.
- If the returned product is used or damaged, we may deduct the diminished value of the product from the refund.
- Return inquiries must be sent to [OnlineOrdersEMEA@Tesla.com](mailto:OnlineOrdersEMEA@Tesla.com) or alternatively by sending a [Withdrawal Form](#) to the address listed here Tesla Motors Limited, 197 Horton Road, West Drayton UB7 8JD, United Kingdom.
- Return inquiries will be responded to within five business days of contact.
- Upon approval, a pre-paid shipping label will be provided.
  - The item must then be shipped back within 14 calendar days or the shipping label (and return eligibility) expire.
- Tesla will cover shipping fees for charging equipment returned due to warranty conditions.
- The customer will be liable for shipping fees associated with all other return types. See Return Shipping Rates Table below.
  - Shipping fees are deducted from the customer’s return refund.
- Once the shipping label has been applied, customers may drop off returns at courier parcel points or schedule a pick-up in many cases.
- Please note, Tesla Service Centers cannot accept returns nor process refunds.
- Refunds are credited to the customer’s original method of payment upon Tesla’s receipt of the return.
- Please do not send any items back to Tesla with a shipping label other than the one Tesla provides, doing so may delay handling. The time Tesla takes to provide a shipping label in eligible cases will not impact your cancellation or withdrawal.

#### **Accessories ineligible for return:**

- Broken package quantities or incomplete kits
- Opened touch-up paint

- Over-the-air downloads

**How to return Tesla accessories:**

- To initiate a return, please send your request to [OnlineOrdersEMEA@Tesla.com](mailto:OnlineOrdersEMEA@Tesla.com) or alternatively please send the [Withdrawal Form](#) to Tesla Motors Limited, 197 Horton Road, West Drayton UB7 8JD, United Kingdom.

To ensure accurate processing of the request as quickly as possible, please provide the following information:

- Customer name and email address associated with the order
- Order number
- Item number
- Item description
- Quantity to be returned
- Return reason (used to determine eligibility via withdrawal rights or return policy)

**Return Shipping Rates Table:**

Country	Return Shipping Cost
Austria	20 EUR
Belgium	20 EUR
Denmark	200 DKK
Finland	20 EUR
France	20 EUR
Germany	20 EUR
Ireland	20 EUR
Italy	20 EUR
Luxembourg	20 EUR
Netherlands	20 EUR
Norway	200 NOK
Portugal	20 EUR
Spain	20 EUR
Sweden	200 SEK
Switzerland	20 CHF
United Kingdom	20 GBP
Other European Union	20 EUR

**No Resellers**

Tesla and its affiliates sell their products directly to end-consumers, and we may unilaterally cancel any order that we believe has been made with a view toward resale of such products or that has otherwise been made in bad faith. We may also cancel your order if we discontinue a product after the time you place your order or if we determine that you are acting in bad faith.

**Pricing errors**

In the event of a pricing error, we will notify you of the error and allow you to either proceed with the transaction at the correct price or cancel your order at no cost to you.

**Questions**

For any questions on the returns process, please contact [OnlineOrdersEMEA@Tesla.com](mailto:OnlineOrdersEMEA@Tesla.com).

**Statutory Warranty**

For the avoidance of doubt, nothing in these terms and conditions shall modify, affect or substitute any statutory warranty rights that you will have as a consumer under applicable law.