

# TERMS & CONDITIONS

These terms and conditions, including the terms of service for account registration/access and terms of RFID-tokens (Terms) apply to users of the charging infrastructure in the network and any associated Services, including the Recharge RFID-tokens, ad-hoc payment via QR-code, Recharge Portal, the Recharge EV Charging App (the App) and payment card terminals, which Recharge (we, us or our) offer in Norway, Sweden, Finland and Denmark (the Services).

Our website is <https://rechargeinfra.com> (the Website).

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# GENERAL TERMS OF USE

## 1. OTHER TERMS MAY APPLY

By accepting these Terms, you also agree to abide by the provisions of third-party terms and conditions that govern your use of the Services and updates made to these third-party terms in the future.

## 2. OUR CHARGING NETWORK

Our Services enable you to charge your vehicle with electricity using the charging stations we own and/or operate (Recharge Charging Stations). These stations form our network (Network). A list of Recharge Charging Stations that constitute the Network is regularly updated and can be accessed through the App or Portal, as well as on our website.

The use of our Services relies on third party communication and mobile data networks, and you acknowledge that there may be circumstances where the App, Recharge Portal, and/or Services are temporarily unavailable due to circumstances beyond our control.

We reserve the right to change, restrict access to, or suspend the Services available on the Network at any time when reasonably necessary for our internal business operations, to reflect changes in relevant laws and regulatory requirements, or when such action is due to circumstances beyond our control. Your use of our Services does not constitute a power supply to a premises.

## 3. USAGE OF CHARGING STATIONS

When using the charging stations, you acknowledge and agree that:

- You will act in a safe manner and adhere to all signage, safety, and usage instructions displayed on the charging station, on our website (<https://rechargeinfra.com/how-to-charge-your-ev/>), in the App, and/or in Recharge Portal when using the charging stations.
- In cases where charging cables are not provided at a charging station, you are responsible for obtaining charging cables to connect your vehicle to the charging station. You will use charging cables of a standard and quality no lower than those recommended by the vehicle manufacturer and will not use cables that are damaged, defective, or modified in any way.
- It is your responsibility to ensure that you disconnect the vehicle from the charging station correctly when using our charging Services after charging is completed.
- If you have used a charging cable provided at the charging station, you must ensure it is stored securely when finished using it.
- You will vacate the charging station promptly when the vehicle is not charging.

## 4. ACKNOWLEDGEMENT OF VARIABLE CHARGING TIMES

Charging an electric vehicle is influenced by various factors, including but not limited to the vehicle's technical specifications, the battery's current charge level and capacity, and the characteristics of the charging station. These elements play a significant role in determining how long it takes to charge an electric vehicle. You acknowledge and accept that we cannot guarantee specific charging durations for electric vehicles using our Services.

## 5. CHARGING SESSION

The charging session starts from the time you connect the charging connector to your vehicle and authenticate through the Recharge App, RFID-token, payment card via a payment terminal or QR-code.

The session is considered ended when i) you end the session through available methods or ii) you reach your maximum state of charge. Disconnect the connector from the vehicle and put it back in its holster on the charger. It is your responsibility to make sure the charging begins and completes correctly. To verify that the charging has begun, you can refer e.g. to the charger screen.

## 6. PAYMENT FOR CHARGING AT CHARGING STATIONS

Our electric vehicle charging service facilitates the charging of your vehicle using our network's charging stations. You are required to:

- Connect the charger to the vehicle and request a charging session
- Authenticate with a valid payment method

The charging session starts from the time you connect the charging connector to your vehicle and authenticate with a valid payment method through the Recharge App, RFID-token, payment card via a payment terminal or QR-code.

When you initiate card payment in our solution for ad-hoc payment via QR-code or on our payment terminals, we secure a reservation of NOK 500, SEK 500, DKK 500 or EUR 50 depending on which country you are charging from. This amount is a pre-authorization to ensure your payment capability and a measurement to reduce fraud attempts. Upon completion of the charging session, you will be charged the exact amount relative to the number of kWh you have received, and the reserved amount will thereafter be removed.

If your payment card does not have the sufficient balance to cover the reservation amount, you will not be able to charge.

Please be aware that the reservation amount may vary.

## 7. CONTACTLESS PAYMENT

Contactless payment encompasses various forms including debit cards, credit cards, prepaid cards, smartphones, smartwatches, or any other devices or cards capable of transmitting contactless payment data to or from various types of payment accounts.

Not all charging stations in our network accept contactless payments. We advise you to verify whether the specific charging station you plan to use supports contactless payment methods.

Before starting to charge your electric vehicle, it's your responsibility to confirm the service's pricing at that particular charging station. Please note that the prices for charging as provided by our EMSP's may vary and might not always match the prices displayed within e.g. our app or our 'drop-in price.

To use this service, you need to tap your contactless payment card on the reader at the beginning and end of each charging session. It's essential to use the same card for both tapping in and out to ensure

accurate billing. By tapping your card at a charging station, you authorize the charge of your usage to your payment account. A pre-authorization will be executed, prior to charging your vehicle.

Post-charging, the cost will be debited from your account based on the electricity consumed and the current rates of the charging station, plus any additional fees.

For more information about the network locations accepting contactless payments or for assistance with any issues related to contactless payment methods, please reach out to us using the contact details provided.

## 8. MANAGEMENT OF PAYMENT CARD DETAILS

We process your payment card details, including via our Service, solely to share them with our chosen third-party payment service provider.

When you utilize an authorized debit or credit card for our Services, or add this card information to your account, such details are collected, stored, and processed by our payment service provider, which is responsible for processing your transactions and purchases made through our Services.

## 9. CHARGING PRICE AND OTHER FEES

If you opt to pay directly at a charging station that accepts card payments, the applicable price will be the one shown at the charging station when your charging session begins.

For payments made through the app or portal, the price you'll be charged is the one displayed on these platforms at the start of the charging session. As a registered user selecting vehicle charging Services via the app or portal and paying with a registered card, the applicable price is what is indicated in the app or portal at the onset of your charging session.

For registered users paying through the app or portal, the price displayed at the charging station does not apply. Instead, the price listed on the app and/or portal at the start of charging is the effective rate.

The prices at charging stations and within the app or portal are subject to change without prior notification. These prices may vary between different charging stations in each country where we operate. All prices shown at charging stations and on our app or portal include VAT.

If the price is not clearly displayed or if you require information on current pricing, feel free to contact us using our provided contact information. You can also find our prices on our website: [rechargeinfra.com/prices](https://rechargeinfra.com/prices).

## 10. DEBT COLLECTION

In the event of late payment or that a payment method authorized by the customer (e.g. credit card, debit card) or by other means has insufficient funds, Recharge reserves the right to attempt to re-process the payment at a later date and to initiate debt collection procedures in accordance with applicable laws and regulations.

Recharge will provide written notice of overdue payments and a period of 31 days will be offered to settle the outstanding amount. Should the outstanding amount remain unpaid beyond this period, Recharge may initiate a deferred payment claim to recover the due amount. This process may include

additional attempts to charge the updated payment method, communication with the customer to arrange alternative payment methods and as a last resort we may engage a third-party debt collection agency to recover the funds on our behalf. All costs associated with the debt collection, including but not limited to administrative fees and collection agency fees will be borne by the debtor. Recharge commits to ensuring that all debt collection practices are conducted in a professional and lawful manner.

## 11. ISSUES WITH THE SERVICES

If you encounter any issues or defects with our Services or charging stations, please notify us promptly. We cannot assure that our Services or charging stations will always be operational or suitable for your needs, including the compatibility with your vehicle. The nature of electric charging Services inherently means that we cannot promise uninterrupted or flawless service. Various factors, such as high usage volumes at a particular charging station, electrical issues, and other unforeseen circumstances, may affect the availability and functionality of our charging stations. Additionally, charging stations might undergo maintenance or experience failures without prior notice.

## 12. HANDLING OF PERSONAL INFORMATION DURING SERVICE USE

By utilizing our Services, we will be processing your personal information. This encompasses interactions with our app, portal, and payment card.

Our privacy policy provides detailed information on how we collect, store, and handle your personal data in relation to your use of our Services. It also elaborates on your rights regarding accessing and requesting amendments to any personal data we possess.

We encourage you to review our privacy policy thoroughly. If you have any queries about our data processing practices or wish to know more about how to exercise your rights concerning your personal information, please do not hesitate to contact us using the provided contact details.

## 13. INTELLECTUAL PROPERTY RIGHTS

The app, portal, and website, including but not limited to, all embedded materials, software, code, files, graphics, and images, as well as any associated data and embedded third-party software, updates, and upgrades – regardless of their storage format (collectively referred to as "the Content") – are the exclusive property of our company and our licensors. Trademarks of third parties displayed within the app, portal, and website belong to their respective owners. Additionally, the app, portal, and/or website may incorporate certain open-source code.

You are prohibited from copying, reproducing, republishing, uploading, broadcasting, posting, transmitting, or distributing the Content, except as explicitly allowed under these terms. Any other use of the Content requires our prior written authorization.

## 14. OUR LIABILITY TO YOU

We hold no responsibility for any legal, financial, direct, or indirect consequences that the customer may face due to:

- Damages to vehicles or equipment.
- Loss or unavailability of the Service.

This includes, but is not limited to, scenarios where:

- The cellular network or related functionalities are non-operational.
- Changes in the mobile operator's service render our payment service unusable.
- The Service is suspended based on reasons later found invalid, though deemed justifiable at the time of suspension.
- The customer's RFID-token or mobile is lost, stolen or subsequently misused.

We are not accountable for any fines or penalties incurred due to the customer's failure to park their vehicle in accordance with laws and regulations set by partner companies or municipalities.

We are not liable for indirect damages, such as loss of income or harm to the customer's relationships with third parties, unless such loss is due to our negligence, gross negligence, or willful misconduct. However, compensation for any damages will not exceed what is permitted under mandatory legislation.

## 15. YOUR LIABILITY TO US

You will be responsible to us for any loss or damage caused by you as a result of unauthorized access to your mobile device, your account, and/or the app installed on your mobile device; and/or your use of your account, the app, the portal, and/or the website in violation of these terms, applicable law, or any notices we have issued to you regarding the proper use of the Services.

## 16. FORCE MAJEURE

In instances where our ability to fulfill obligations under these terms and conditions is hindered by circumstances outside our control, such as failures at charging stations (including communication breakdowns, power supply issues, or actions from third-party owners, operators, or power suppliers), labor disputes, or legal compliance requirements, we will not be held accountable for any resulting losses or costs that you may incur.

Should any such unforeseen events disrupt our service delivery to you, we commit to resuming the Services as swiftly as possible once the situation is resolved.

## 17. COMPLIANCE WITH ADDITIONAL TERMS AND INSTRUCTIONS

You are required to adhere to any supplementary terms and conditions, as well as specific instructions provided by us, which may be communicated at charging stations, through the app, on the portal, on our website, or directly by our customer service teams. While using the app, portal, payment card, and/or our Services, you must ensure full compliance with all relevant laws and regulations.



## 18. TRANSFER OF RIGHTS AND OBLIGATIONS

We reserve the right to assign our rights and responsibilities under these terms to another entity. Should such a transfer occur, we will inform you accordingly. We will also ensure that this transfer does not adversely impact your rights as outlined in these terms.

You have the option to transfer your rights and duties under these terms, but this requires our express written consent. Any proposed transfer on your part will need to be accompanied by adequate assurance that our rights and obligations under these terms remain safeguarded and unaltered.

## 19. NON-WAIVER OF RIGHTS

Our failure to immediately enforce a requirement under these terms, or delay in addressing a breach by you, does not waive our right to enforce such terms. This means you are still obligated to fulfill your responsibilities, and our inaction at a particular time does not prevent us from enforcing these terms at a later date. For instance, if you fail to make a payment on time and we do not pursue it immediately but continue providing Services, we retain the right to demand that payment subsequently.

## 20. CONSUMER RIGHTS

As a consumer, you have legal rights in relation to the Services.

We must ensure that: the Services are performed with reasonable care and skill; where we have not agreed a fixed price for the Services, you must pay a reasonable price; and we must perform the Services within a reasonable time if you and we have not agreed a time for performing the Services. If we do not deliver the Services in the way set out above, and you are a consumer, you have legal rights in relation to the Services. If you have any questions about these terms or our Services, please contact us using our contact information. You may have the right to ask us to repeat or fix the Services or for a price reduction or refund.

In case you have the right to a refund, you can reach out to the Recharge Customer Support Team by sending an email to:

- Norway: [kundeservice@rechargeinfra.com](mailto:kundeservice@rechargeinfra.com)
- Sweden: [kundserservice@rechargeinfra.com](mailto:kundserservice@rechargeinfra.com)
- Finland: [asiakaspalvelu@rechargeinfra.com](mailto:asiakaspalvelu@rechargeinfra.com)
- Denmark: [kundeservice@rechargeinfra.com](mailto:kundeservice@rechargeinfra.com)

Please include the reason for the refund of fee in the email. Refunds will be processed only for requests submitted within reasonable time.

## 21. MODIFICATIONS AND CHANGES TO THESE TERMS

We reserve the right to modify these terms as necessary. Any updates will be communicated through an announcement of the revised terms on the app, portal, and/or website. We will provide at least 14 days' notice for changes, except in cases where we determine the change will not adversely affect you, in which scenario shorter notice may be given. We recommend regularly reviewing the terms on our digital platforms for any updates.

Changes to these terms may be necessitated by various factors, including but not limited to:

- Updates or enhancements to the functionality, security, or service options of the app, portal, and/or payment card.
- Adjustments reflecting changes in the electricity or charging industry, technological advancements, or alterations in the systems we utilize.
- Compliance with legal or regulatory mandates that apply to our operations.

Your ongoing use of our Services, app, portal, and/or payment card signifies your acceptance of these updated terms. If you do not agree with the revised terms, your access to our Services may be restricted.

## 22. THESE TERMS ARE GOVERNED BY NORWEGIAN LAW

These terms and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of Norway.

The Norwegian courts will have jurisdiction over any claim arising from, or related to, these terms or any aspect related to the Services.

# TERMS OF SERVICE FOR ACCOUNT REGISTRATION AND ACCESS

## 1. ACCEPTANCE OF TERMS

By registering as a customer with our service, you acknowledge having read, understood, and agreed to these terms. If you do not accept these terms, you are required to refrain from or discontinue accessing our app, portal, and any related Services.

You may register and create an account through our app or portal. Should you need assistance during this process, our contact details are available for support.

Access to and use of the app and/or portal is restricted to:

- Individuals under the age of 16.
- Those aged 16 to 18 who do not have explicit permission from their parents or guardians.

## 2. USING THE APP, THE PORTAL AND SERVICES

To effectively use our app or portal, you must have a device that is internet-enabled and compatible, running a supported software version. Detailed technical specifications can be found on our website.

Any costs incurred from broadband or mobile network providers for downloading, accessing, or using the app, portal, and/or Services, are your sole responsibility.

Our app, portal, and website employ cookies to gather standard internet log and user behavior data. For a comprehensive understanding of our cookie usage and how we handle your information, please refer to our cookie policy at <https://rechargeinfra.com/privacy/>.

In the course of using our app, portal, or website, we collect various types of data, which include but are not limited to your geographical location, device type, unique ID, IP address, charging session timings, network status, and usage patterns. Our privacy policy, available at <https://rechargeinfra.com/privacy/>, provides detailed information on our data processing and security measures.

## 3. UP-TO-DATE INFORMATION AND SECURITY MEASURES

When you access any Services through your account, we'll request certain details, including your name, email address, and payment information. It's your responsibility to provide accurate, complete responses to these queries and regularly update this information as needed.

Utilizing our app or portal (and any future Services requiring additional security) might prompt you to set up extra security measures, e.g., additional password, passcode, or biometric authentication (e.g., touch ID) on your mobile device. Remember, any fingerprint activated on your device is deemed valid for authorization, and you're accountable for all transactions authorized this way.

We are not required to confirm that instructions or confirmations received via the app or portal actually come from you. You are responsible for ensuring that you are the sole user of the app on your mobile device. Do not allow others to access or use the app on your device. Use the app and/or portal on one mobile device at a time. Maintain the security of your payment card, preventing unauthorized access or usage. Your account password and any passcodes must be kept confidential and secure.

Avoid sharing them with others and do not store them in a way that could be accessible to others, including on your mobile device. Ensure you can receive all our communications by checking your email settings, including your spam folder, so that our emails reach your inbox. Promptly update your details in our system, like your email address, to ensure uninterrupted service use.

If your mobile device, payment card, or account information security is compromised, notify us immediately. This includes situations like loss or theft of your device or card, potential disclosure of your password or passcode, or unauthorized access to your device, charging card, or account.

While we are not required to inform your card issuer about unauthorized or fraudulent charges, we may share your personal information as necessary to comply with legal obligations or for fraud protection and credit risk reduction.

You are not liable for unauthorized transactions made after we have received your account suspension notice. However, we are not responsible for any transactions made prior to receiving your suspension notice. Our liability is limited to losses or damages stemming from your failure to keep your password or passcode secure, specifically regarding unauthorized transactions occurring after we acknowledge your suspension notice.

#### 4. NOT ALL CARDS CAN BE REGISTERED FOR PAYMENT

Your preferred debit or credit card may not qualify as a payment method for our Services. You can check if your debit or credit card qualifies by attempting to add it as a registered card in the "Account" section of your account. If your preferred debit or credit card is not eligible, you will receive an error message stating that the selected card is not supported.

You will not be able to use a registered card for the Services if it has expired, been reported lost or stolen by your bank, or is no longer eligible for use in the Services for any reason. You will be notified on your account if there are registered cards that can no longer be used.

#### 5. FEES AND PAYMENT

By using our Services, you agree to pay for the electricity consumed by your electric vehicle at our charging stations.

Each bill will itemize your usage and the associated costs for that billing cycle. The total amount on your bill must be paid with the registered card by the specified due date, and payments must be made in NOK, SEK, DKK or EURO.

If you notice any discrepancies on your bill, please inform us immediately using our provided contact details. In case of billing errors identified by us, a corrected bill will be issued as promptly as possible.

#### 6. IMPLICATIONS OF DELAYED PAYMENT

If the full bill amount is not paid by the due date, we reserve the right to:

- Temporarily suspend your account and any associated payment cards.
- Report the payment default to credit reference agencies.

A late payment fee may be applied to cover administrative costs incurred by delayed or non-payment. This includes potential third-party enforcement expenses. We will inform you of overdue payments and any additional fees applied to your account.

Should you anticipate issues in settling a bill, contact us promptly to discuss potential solutions.

Persistent non-payment may lead to legal or insolvency actions such as bankruptcy, although these are measures of last resort. Additionally, your outstanding debt may be transferred to a different organization for collection.

## 7. INTERACTION WITH THIRD PARTY SERVICES

Our app, portal, and website integrate various third-party applications, Services, and software. This integration may encompass Services such as payment processing, identity verification, loyalty programs, cloud storage, location and mapping solutions, market analysis tools and intelligence software. These Services might collect and report data pertaining to your usage, including but not limited to, your location, device specifics, and any content you generate.

You are responsible for adhering any terms and conditions associated with these third-party Services as they are communicated to you. It's important to stay informed about these terms, as they can directly impact your use of our app, portal, and website.

Within our app, portal, and website, you may encounter links to external websites operated by third parties. It's important to note that we have no control over these sites, nor do we endorse their content or their privacy practices. Any interaction with these third-party sites, including purchases or use of their products and Services, should be based on your own judgment. We advise caution and due diligence when navigating or transacting on these external sites.

## 8. COMMITMENT TO DATA SECURITY

We consistently apply and, where necessary, enhance a variety of security measures for the protection of the app, portal, and website. These measures are subject to change and improvement at our discretion.

We prioritize the security of your interactions with our app, portal, and website. In line with relevant laws, we undertake reasonable efforts to shield the app, portal, website, and associated Services from errors, viruses, trojans, and similar threats. However, we cannot ensure continuous availability, error-free operation, or impenetrable security of the app, portal, and/or website, complete freedom from viruses or other malicious software.

No internet transmission can be guaranteed as entirely secure or private. Consequently, there's a risk that messages or information sent via the app and/or portal could potentially be intercepted or accessed by unauthorized parties, even with encryption measures in place.

## 9. TERMINATION AND/OR SUSPENSION

Our agreement with you under these terms is indefinite, meaning it remains effective until either you or we choose to end your account.

You can remove the app from your device anytime, but this action does not close your account or erase your data. For account cancellation and complete data deletion, you have to use the function “Delete account” in the Recharge App or by reaching out to us by email to [kundeservice@rechargeinfra.com](mailto:kundeservice@rechargeinfra.com).

Should you breach these terms, we may respond with actions including, but not limited to:

- Issuing a notice to you.
- Immediate suspension of your account access.
- Initiating legal action.
- Sharing necessary information with law enforcement or regulatory bodies to fulfill our legal and regulatory duties.

We reserve the right to instantly suspend or terminate your access to the account, app, and/or portal, and potentially end these terms, if we reasonably suspect:

- Infringement of intellectual property rights concerning the app, portal, and/or website.
- Security risks to our network or systems.
- Breach of any other agreements you have with us.

We may choose to terminate your account, with written notice to you. In cases other than the below exceptions, we will provide at least one month's notice. Immediate account cancellation and outstanding balance repayment may be required for reasons such as:

- Repeated or severe violations of these terms.
- Engagement in fraudulent activities.
- Bankruptcy or anticipated insolvency.

All actions taken by us will comply with applicable legal standards and requirements.

## 10. INTELLECTUAL PROPERTY RIGHTS

The app, portal, and website, including but not limited to, all embedded materials, software, code, files, graphics, and images, as well as any associated data and embedded third-party software, updates, and upgrades – regardless of their storage format (collectively referred to as "the Content") – are the exclusive property of our company and our licensors. Trademarks of third parties displayed within the app, portal, and website belong to their respective owners. Additionally, the app, portal, and/or website may incorporate certain open-source code.

You are prohibited from copying, reproducing, republishing, uploading, broadcasting, posting, transmitting, or distributing the Content, except as explicitly allowed under these terms. Any other use of the Content requires our prior written authorization.

## 11. OUR LIABILITY TO YOU

The app, portal, and website are provided to you on an "as is" and "as available" basis. We do not have any responsibility for their usage, security, reliability, performance, or for any reliance on their content.

To the fullest extent allowed by law, we disclaim all warranties and conditions, whether expressed, implied, or statutory, related to the app, portal, and website. We do not warrant the accuracy, completeness, or timeliness of the information, content, or materials available on these platforms.

We are not liable for any damage or alteration to your equipment, including mobile devices or vehicles, arising from the use of the app or portal, any disruption or loss of access to the app, portal, or their functionalities, unauthorized usage or misuse of the app or portal if we have not been notified to suspend your account, unauthorized access to your account, mobile device, app, or any personal information provided to us, including payment details, any issues related to pre-authorization holds.

## 12. YOUR LIABILITY TO US

You will be responsible to us for any loss or damage caused by you as a result of unauthorized access to your mobile device, your account, and/or the app installed on your mobile device; and/or your use of your account, the app, the portal, and/or the website in violation of these terms, applicable law, or any notices we have issued to you regarding the proper use of the Services.

## 13. UPDATES AND MODIFICATIONS TO OUR DIGITAL PLATFORMS

We maintain the right to alter the design, content, and functionality of the app, portal, and/or website at our discretion, and these changes may be implemented without prior notification to you. Maintenance work could temporarily restrict access to certain parts or all of the app, portal, and/or website. We will make efforts to minimize any downtime.

We may release updates for the app, portal, and/or website periodically. Following an update, access to some or all features might require you to download the latest version and agree to any newly introduced terms.

Providing documentation, support, telephonic assistance, or continual updates and enhancements for the app, portal, and/or website is not an obligation we undertake.

While we do not assure perpetual access to the app, portal, and/or website, if we decide to discontinue any of these platforms, we will aim to notify you reasonably in advance.

# RFID-TOKEN TERMS

## 1. PURCHASING AN RFID-TOKEN

You can purchase our RFID-token in the form of a card or tag using our Service. By purchasing an RFID-token you are affirmatively stating that you have thoroughly read, comprehended, and consented to be legally bound by these terms. Should these terms not align with your understanding or agreement, refrain from purchasing the RFID-token.

## 2. RFID-TOKEN ACTIVATION

The RFID-token, upon reaching you, will necessitate activation before it can be utilized for our payment Services. Instructions on how to activate the RFID-tag will be enclosed in the shipment.

## 3. DESIGNATED NETWORK USAGE

Our RFID-tokens can only be used within our charging station Network. We will track and record the electricity consumption associated with your usage of our charging Services, ensuring accurate billing and account updates.

## 4. REPLACEMENT RFID-TOKEN

In the event you require a replacement RFID-token, you are encouraged to initiate the process through our app or portal, or by directly contacting our customer service. Also remember to block RFID tags you have no control over. Note that the terms applicable to replacement tokens are those in effect at the time of your request.

## 5. PURCHASE PRICE

The RFID-token is subject to a purchase price. An application fee may be applicable for the issuance of the RFID-token. The exact price, along with other relevant details, will be stated in our Service. When the token is ordered, the price for the token will be withdrawn from the registered payment card that is linked to your account.

## 6. MULTIPLE RFID-TOKENS

Should you request more than one RFID-token linked to your account, each will be governed under these terms as a separate payment card. You will bear responsibility for each t usage. To cancel a specific RFID-token, please contact us as outlined in our contact information. It is important to note that canceling an RFID-token does not automatically close your account or remove your data from our systems. To cancel your account and permanently delete your account data, you must use the "Delete account" functionality in the app, or send an email to [kundeservice@rechargeinfra.com](mailto:kundeservice@rechargeinfra.com) and request that the account be deleted.



## 7. RFID-TOKEN SUSPENSION

We reserve the right to either block or suspend your account and associated RFID-token in instances of suspected misuse, unauthorized usage, fraud, or involvement in financial crimes.

## 8. QUESTIONS OR COMPLAINTS

If there are any queries or issues regarding these terms, or if you believe that we have not upheld our commitments as outlined in these terms, we encourage you to reach out to us through the contact information provided.

These Terms were last updated March 2024.