

COMPANY DETAILS AND LEGAL INFORMATION

Get Energy

Effective date: 07 July 2026

1. Company details

This document contains the official contact and legal details of the Get Energy service, as well as the procedure for submitting enquiries, requests, complaints, payment-related questions and legally significant notices.

The Get Energy service is provided by ŞARJAL TİCARET ŞİRKETİ LİMİTED, a company registered in the Turkish Republic of Northern Cyprus.

Item	Details
Full legal name	ŞARJAL TİCARET ŞİRKETİ LİMİTED
Commercial name of the service	Get Energy
Company registration number	MŞ28752
Company electronic number	102944933544
Registered office	Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, Turkish Republic of Northern Cyprus
Official website	https://getenergy.energy
Email address	info@getenergy.energy
Contact telephone number	+90 548 854 6352
Applicable law	The law of the Turkish Republic of Northern Cyprus, unless otherwise required by mandatory provisions of applicable law

2. Purpose of this document

This document is intended to provide users with transparent information about the company operating the Get Energy service, the official ways to contact the company, the procedure for submitting enquiries and the set of core legal documents governing the use of the service.

This document applies together with the Terms of Service, Privacy Policy, Rental Policy, Pricing Rules, Refund Policy, Equipment Replacement Charge Policy, Payment and Automatic Charges Policy and Cookie Policy.

If there is any inconsistency between this document and a special document regulating a specific matter, the special document shall prevail, unless otherwise expressly stated in that document or required by mandatory provisions of applicable law.

3. Description of the Get Energy service

Get Energy is a short-term rental service for portable charging devices. A user may obtain equipment from a rental station by using a QR code, web page, payment page or another technically available method supported by the company.

Basic web rental does not require mandatory prior registration of an account. The user may use the service in guest mode if such option is available at the relevant station and is supported by the selected payment method.

Account creation may be offered as an additional feature for saving rental history, receiving notifications, participating in promotions, contacting support, confirming identity in disputed cases or using extended service functions.

Even when using the service without registration, the user must review the applicable rental, payment, pricing, refund and equipment replacement charge terms. Starting a rental, confirming a payment, scanning a QR code, receiving equipment from a station or taking any other confirming action constitutes acceptance of the applicable service terms.

4. Official communication channels

The official communication channels of the company are the website, email address, contact telephone number and any other channels expressly indicated by the company on the official website or in the service interface.

The company is not responsible for messages sent to unofficial addresses, personal accounts of employees, third-party messengers, social media accounts or other channels that have not been indicated by the company as official.

Users are advised to send all legally significant notices, payment-related requests, claims, refund requests and personal data requests to the official email address: info@getenergy.energy.

5. Enquiry matrix

To speed up the processing of a request, the user should select the most appropriate type of request and provide the information required for its review.

Type of enquiry	Where to send	Information to include	Standard processing approach
Technical issue with	info@getenergy.energy	Date, time, station location,	Initial review and

a station or equipment		last digits of the payment instrument, description of the issue, photos or video if available	transfer to technical support
Payment question	info@getenergy.energy	Date and amount of the payment, payment method, last four digits of the card, rental time mark, station	Review of the payment transaction and rental status
Refund request	info@getenergy.energy	Reason for the refund, rental date, amount, payment method, evidence of the error if available	Review under the Refund Policy
Complaint or claim	info@getenergy.energy	Description of the circumstances, user's requested resolution, documents or images if available	Registration of the request and review under the complaint handling procedure
Personal data request	info@getenergy.energy	Type of request, contact details for response, information needed to identify the transaction or account	Review under the Privacy Policy
Legal notice	info@getenergy.energy	Full name of the sender, contact details, grounds for the request, attached documents	Forwarding to the responsible person of the company

6. User support

User support accepts enquiries related to the operation of the service, equipment rental, equipment return, displayed payments, technical station errors, web page errors, pricing questions and refund requests.

For the correct processing of a request, the user should, where possible, provide the following information:

- date and approximate time of the rental;
- station location or station identifier, if shown to the user;
- method used to start the rental: QR code, web page, payment page or another available method;
- payment method: bank card, Apple Pay, Google Pay or another available method;
- last four digits of the payment card, if applicable;
- telephone number or email address used during the rental, if provided by the user;

- description of the problem and the expected method of resolution;
- photos, video, screenshots or other supporting materials, if available.

The absence of part of this information does not deprive the user of the right to submit a request. However, it may increase the review period because the company may need additional information to identify the transaction, station, equipment or payment.

7. Payment-related enquiries

Payment-related questions are reviewed in accordance with the Payment and Automatic Charges Policy, Pricing Rules, Refund Policy and data received from the payment provider, acquiring bank or payment system.

The company may review the status of a payment, temporary authorization hold, cancellation of a transaction, refund, repeated payment attempt, automatic charge for continued rental, equipment replacement charge and other operations related to the use of the service.

The company does not store the full bank card number and does not ask the user for the full card number, card expiry date, card security code, passwords, one-time bank codes or other confidential access data for a payment instrument.

The user must not send the company full bank card details or one-time bank codes. If such information is accidentally sent by the user, the company may delete it from the correspondence and take additional security measures.

8. Refund enquiries

Refund enquiries are reviewed in accordance with the Get Energy Refund Policy. A refund may be possible, in particular, in the event of a technical station error, failure to issue equipment after payment, duplicate charge, erroneous charge, confirmed equipment malfunction or another situation expressly provided for in the applicable service documents.

The mere fact of dissatisfaction with the rental duration, the battery level of the equipment, the user's selected usage time, a forgotten equipment return or failure to read the pricing terms does not automatically constitute grounds for a refund if the service was provided correctly, the equipment was issued and the tariffs were shown to the user before the rental began.

If the user believes that a charge was made in error, the user should contact the company before initiating a bank payment dispute, if possible. This allows the company to review the transaction more quickly and, where grounds exist, issue a refund or adjustment without a lengthy payment dispute procedure.

9. Equipment-related enquiries

Questions related to damage, loss, non-return, late return, incorrect return recording or equipment replacement charges are reviewed in accordance with the Equipment Replacement Charge Policy, Rental Policy and Payment and Automatic Charges Policy.

If the user returned the equipment but the system did not record the return, the user should contact the company as soon as possible and specify the station, return time, available photos or video and rental details. The company will review station logs, technical events, slot status and other available information.

If the equipment is not returned within the specified period, is damaged, lost, stolen, disassembled, transferred to third parties or used in breach of the rental terms, the company may apply the equipment replacement charge provisions.

10. Complaints and claims

The user may submit a complaint or claim related to the quality of the service, operation of a station, tariff calculation, payment, refund, support actions, personal data processing or any other matter connected with the use of Get Energy.

A complaint should include a description of the circumstances, date and time of the event, the station or location where the service was used, the user's requested resolution and documents supporting the user's position, if such documents are available.

The company reviews complaints in good faith, taking into account available technical data, payment records, station logs, correspondence with the user and the applicable service documents. The detailed complaint handling procedure is set out in a separate company document.

Submitting a complaint does not release the user from the obligation to return the equipment, pay for the service actually provided or comply with other rental terms, unless otherwise agreed by the company or provided by applicable law.

11. Legally significant notices

Legally significant notices may be sent to the company at the official email address info@getenergy.energy, unless applicable law or a separate agreement between the parties requires another form of notice.

The company may send notices to the user by email, telephone number, payment page, web interface, account message if an account has been created, or by any other method that the user provided when using the service.

A message is deemed properly sent to the user if it is sent to the contact details provided by the user when using the service, or if it is made available in the service interface in a manner that allows the user to review it before continuing to use the service.

12. Documents governing the use of the service

The use of the Get Energy service is governed by a set of interconnected documents. The user should review the applicable documents before starting a rental.

Document	What it regulates	Usual place of publication
Privacy Policy	Processing of personal data, user rights, data security	/privacy
Terms of Service	General terms for using the service and web rental	/terms
Rental Policy	Rules for obtaining, using and returning equipment	/rental-policy
Pricing Rules	Procedure for calculating rental cost and applicable pricing principles	/pricing or /tariff-rules
Refund Policy	Cases and procedure for refunds	/refunds
Equipment Replacement Charge Policy	Charging equipment replacement value in case of non-return, loss or damage	/equipment-charge
Payment and Automatic Charges Policy	Payments, temporary authorization holds and automatic charges	/payments
Cookie Policy	Use of cookies and similar technologies	/cookies
Company Details and Legal Information	Official company details and contact methods	/contacts

13. Language of documents and communications

The primary language of this document is English. The company may provide documents, interface elements, notices and support in Russian, English, Turkish or another language depending on the availability of the relevant version.

If a document is published in several languages and there is an inconsistency between versions, priority shall be given to the version expressly indicated by the company as the controlling version for the relevant market or user. If no such priority is indicated, the company may clarify the applicable version taking into account the circumstances of a specific request and mandatory requirements of applicable law.

Company names, service names, payment service names, domains, addresses, technical standards and official registration details may be stated in their original language.

14. Processing requests without an account

Because the service may be used without mandatory registration, the company may process requests from users who do not have a Get Energy account. In such cases, the request is identified by rental details, payment details, station details, transaction time, telephone number, email address or other information provided by the user.

The company may request additional information if it cannot otherwise verify that the request relates to the applicant or to the relevant payment transaction. Such a request does not constitute mandatory account registration and is used to protect the user, the company and payment operations from errors and fraud.

If the user cannot provide sufficient information to identify the rental or payment, the company may be limited in its ability to confirm the transaction, issue a refund, remove a disputed charge or provide detailed information about a specific rental.

15. Information for banks and payment organizations

The company provides users with open contact and legal information, information about payment, pricing, refund and equipment replacement charge rules, as well as other information necessary for transparent use of the service and processing of payments.

Payment operations related to the service may be processed by banks, payment providers, payment systems, payment verification technology providers and other participants in payment infrastructure. The specific list of participants may depend on the payment method, country of card issuance, user's bank and technical configuration of the payment page.

The company is not a bank, payment organization or issuer of any payment instrument. The company is responsible for providing the equipment rental service, correctly displaying the service terms and interacting with the user within the scope of its competence.

16. Fraud and abuse prevention

The company may take measures to prevent fraud, abuse, unauthorized use of equipment, attempts to avoid payment, disputed transactions, mass erroneous rentals and attacks on web pages, payment pages and rental stations.

As part of such measures, the company may temporarily restrict access to the service, request additional information, transfer necessary data to payment providers, analyze technical logs, block suspicious transactions and contact competent authorities where grounds exist.

Security measures are applied in proportion to the nature of the risk and must not be used as an unjustified basis to refuse a user's lawful request, refund request or complaint.

17. Personal data

The procedure for processing users' personal data is governed by the Get Energy Privacy Policy. The user may send any personal data request to info@getenergy.energy.

Personal data requests include, in particular, requests for access to data, correction of data, deletion of data, restriction of processing, withdrawal of consent, information about processing and other requests provided for by applicable law.

The company may request information necessary to verify the identity of the applicant or the applicant's connection with a specific rental, payment or account. This is necessary to protect users' data from unauthorized disclosure to third parties.

18. Updates to contact and legal details

The company may change the contact details, request processing procedure, list of official communication channels and other information specified in this document where necessary due to the development of the service, changes in payment infrastructure, changes of address, registration details or organizational processes.

The current version of this document is published on the official Get Energy website. The user should use the information published in the current version of the document at the time of submitting a request.

Changes to contact details do not affect the validity of rentals and payments previously made, but may change the procedure for submitting subsequent requests, notices and enquiries.

19. Applicable law and dispute resolution

This document and relations connected with the use of the Get Energy service are governed by the law of the Turkish Republic of Northern Cyprus, unless otherwise required by mandatory provisions of applicable law or special rules applicable to payment operations.

The company aims to resolve user requests in good faith and within a reasonable period. Users are advised to first contact the company through an official communication channel so that the company can review the circumstances, station logs, payment information and other data related to the request.

If a dispute cannot be resolved through support or by submitting a claim, it shall be resolved in accordance with applicable law and the relevant provisions of the Get Energy user documents.

20. Final provisions

This document forms part of the Get Energy legal documentation and must be interpreted together with other applicable service documents.

If any provision of this document is found to be invalid, unlawful or unenforceable, this shall not affect the validity and enforceability of the remaining provisions, unless otherwise follows from the nature of the document or mandatory requirements of applicable law.

By using the Get Energy service, the user confirms that the user has been given the opportunity to review the company's contact and legal information, as well as the documents governing equipment rental, payments, refunds, equipment replacement charges and personal data processing.

Appendix 1. Company summary card

For users' convenience, the key company details are provided below in summary form.

Item	Details
Full legal name	ŞARJAL TİCARET ŞİRKETİ LİMİTED
Commercial name of the service	Get Energy
Company registration number	MŞ28752
Company electronic number	102944933544
Registered office	Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, Turkish Republic of Northern Cyprus
Official website	https://getenergy.energy
Email address	info@getenergy.energy
Contact telephone number	+90 548 854 6352
Applicable law	The law of the Turkish Republic of Northern Cyprus, unless otherwise required by mandatory provisions of applicable law

Appendix 2. Recommended content of a request

To help the company review a request more quickly, the user may include the following information:

- surname and first name, if the user considers it necessary to provide them;
- contact email address or telephone number for response;
- date and time of the rental or payment;
- station location or station identifier, if available;

- method used to start the rental: QR code, web page, payment page or another method;
- amount of the payment or temporary authorization hold;
- last four digits of the bank card, if applicable;
- short and accurate description of the situation;
- desired method of resolving the issue;
- photos, video, screenshots, bank statement or other evidence if available.

The user must not send the full bank card number, card security code, passwords, one-time bank codes or other confidential access data for a payment instrument.

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