

# COMPLAINT AND REQUEST HANDLING PROCEDURE

## Get Energy

Effective Date: 7 July 2026

Version: 1.0

This document establishes the procedure for receiving, registering, reviewing and resolving complaints, requests and claims submitted by users of the Get Energy service.

Official company name	ŞARJAL TİCARET ŞİRKETİ LİMİTED
Registration number	MŞ28752
Electronic company number	102944933544
Registered address	Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, TRNC
Website	getenergy.energy
Email for requests	info@getenergy.energy
Telephone	+90 548 854 6352

## 1. General Provisions

This Complaint and Request Handling Procedure sets out the uniform rules under which the Company receives, registers, reviews and resolves user requests relating to the use of the Get Energy service. This document applies to requests concerning the rental of portable power banks, station operation, payments, refunds, automatic charges, temporary holds of funds, non-return of equipment, equipment damage, technical errors, security and the processing of personal data.

The Get Energy service may be used through the website, a QR code, a station web page, a payment page, a mobile application or any other official interface of the Company. Basic web rental may be carried out without mandatory account registration. The absence of an account does not deprive the user of the right to submit a complaint, request, claim or support request.

The Company reviews requests in good faith and within reasonable time limits, taking into account factual information, technical logs, payment provider information, station data, operation history and information provided by the user. The purpose of this document is to ensure a transparent, understandable and consistent procedure for interaction between the user and the Company.

## 2. Terms and Definitions

- User means an individual who uses or attempted to use the Get Energy service, including rental without account registration.
- Company means ŞARJAL TİCARET ŞİRKETİ LİMİTED, which provides the Get Energy service.
- Service means the website, payment pages, QR codes, rental stations, equipment, software and customer support of Get Energy.
- Complaint means a user request indicating a violation, error, dispute, technical problem, incorrect charge, refusal of refund, equipment defect or any other disagreement with the actions of the Company or operation of the service.

- Request means any user inquiry, including a question, request for assistance, refund request, error report, claim or request for information.
- Payment dispute means a situation in which the user disagrees with a charge, temporary hold, tariff amount, equipment charge or other payment action.
- Station means a Get Energy device intended for issuing and accepting returns of portable power banks.
- Equipment means a portable power bank, cables, built-in elements, identifiers, casing and other accessories provided to the user for temporary use.

### 3. Requests Covered by This Procedure

The Company reviews all requests relating to actual or alleged use of the Get Energy service. A request may be submitted by a user who successfully started a rental, as well as by a person who encountered a problem before equipment was issued, during payment, when returning equipment or when using a payment page.

- complaints about incorrect debiting of funds;
- requests for a refund or partial recalculation;
- reports of duplicate charges, incomplete operations or prolonged temporary holds of funds;
- complaints about station errors when issuing or returning equipment;
- reports of defective, discharged, damaged or unusable equipment;
- requests relating to non-return, late return, loss or damage of equipment;
- requests relating to Apple Pay, Google Pay, bank cards, 3D Secure or the payment page;
- complaints about support quality, response times or the outcome of a previous request;
- requests relating to personal data, security, suspicious activity or unauthorized use of a payment instrument.

### 4. Channels for Submitting Requests

The main official channel for submitting complaints and requests is the Company's email address. The user may send a request to [info@getenergy.energy](mailto:info@getenergy.energy). If a feedback form is available on the website, payment page, station page or in the application, a request may also be submitted through such form.

The Company may use additional communication channels, including telephone support, messages in official service interfaces or other communication methods published on the Get Energy website. At the same time, in order to record a disputed situation, the Company may ask the user to duplicate key information by email to ensure proper registration of the request.

The Company does not treat as official requests messages sent through unofficial social networks, personal accounts of employees, third-party advertising pages, comments on third-party websites or other channels that the Company has not designated as official support channels.

### 5. Information Recommended for Inclusion in a Request

For fast and accurate review, the user should provide sufficient information allowing the Company to identify the operation, station, date of the event and nature of the problem. The Company does not require the user to provide a full bank card number, card security code, passwords, one-time bank codes or other confidential information.

- the user's name, if known or used in the request;
- an email address or telephone number for reply;
- the date and approximate time of the event;
- the address, station location, station number, slot number or other station identifier, if available;
- the last four digits of the bank card, if the request relates to a payment;
- the amount of the disputed payment or temporary hold;
- a plain-language description of the situation;
- screenshots of the payment page, bank notification or error message, if available;
- photographs of the equipment, station or damage, if relevant to the request;
- the operation, rental or payment identifier, if it was shown to the user.

If the user cannot provide some of the listed information, the Company will still accept the request and will try to establish the circumstances using the available data. However, the absence of key information may increase the review period or limit the Company's ability to verify the event.

## 6. Information That Must Not Be Sent to Support

To protect the user and prevent fraud, the Company asks users not to send information that is not required for review of the complaint. If such data is accidentally received, the Company may delete it from correspondence or restrict its further processing.

- full bank card number;
- bank card security code;
- one-time bank confirmation codes;
- passwords for banking applications, email accounts or service accounts;
- photographs of both sides of a bank card;
- document data beyond the scope specifically requested by the Company for a particular check;
- information concerning third parties that is not relevant to the request.

## 7. Registration of a Request

After receiving a request, the Company registers it in its internal request handling system or other tracking log. The request may be assigned an internal number. If the request was received by email, confirmation of receipt may be sent to the email address from which the message was received.

The usual time for confirming receipt of a request is up to two business days. During periods of increased workload, technical incidents, holidays or mass disruptions, the confirmation time may be extended; however, the Company seeks to inform the user as quickly as possible.

Registration of a request does not mean automatic recognition of the user's demands. It confirms that the request has been accepted for review and will be checked in accordance with this Procedure and other Get Energy service documents.

## 8. Initial Review of a Request

At the initial review stage, the Company determines the nature of the request, its urgency, whether sufficient information is available and which department or specialist is responsible for further review. Requests

relating to user safety, unauthorized use of a payment instrument, suspected fraud or a mass technical error may be reviewed on a priority basis.

1. The Company checks whether the request relates to the Get Energy service.
2. The Company determines the type of request: payment, refund, station, equipment, security, personal data or another issue.
3. The Company checks whether there is sufficient data to identify the operation or event.
4. If necessary, the Company requests additional information from the user.
5. The Company determines the preliminary review period and possible actions to prevent further damage.

## 9. Time Limits for Reviewing Requests

The Company seeks to review requests as quickly as possible. The actual time depends on the nature of the request, the scope of verification, and the need to interact with the acquiring bank, payment provider, service organization, site owner, technical contractors or other participants in the process.

Type of request	Indicative time for initial response	Indicative time for decision
General question about service operation	up to 2 business days	up to 5 business days
Station error or equipment return problem	up to 2 business days	up to 10 business days
Payment refund or recalculation request	up to 2 business days	up to 10 business days after receipt of necessary data
Duplicate charge or disputed temporary hold	up to 2 business days	up to 10 business days; bank time limits may be longer
Equipment damage, loss or non-return	up to 3 business days	up to 15 business days
Complex payment dispute or bank request	up to 3 business days	up to 30 calendar days
Personal data request	up to 5 business days	within the period provided by applicable law

## 10. Review of Payment Complaints

If a request relates to a payment, temporary hold, automatic charge, pre-authorization, equipment cost charge, cancellation of an operation or refund, the Company checks the information on the relevant operation in available internal systems and, if necessary, with the payment provider or acquiring bank.

The user understands that the display of an operation in the banking application depends not only on the Company, but also on the user's bank, the payment provider, the payment system and the rules for processing banking operations. Release of a temporary hold or crediting of a refund may take additional time after the Company has initiated the relevant action.

The Company does not request the full card number, card security code or one-time bank codes. To identify a disputed operation, the date, amount, last four digits of the card, payment method, screenshot of the bank notification and description of the situation are usually sufficient.

## 11. Review of Station Operation Complaints

If the user reports that a station did not issue equipment, did not accept returned equipment, incorrectly recorded a return, did not open a slot, displayed an error or operated unstably, the Company checks station data, event logs, timestamps, slot status, equipment information and other technical data.

For a station-related request, it is advisable to specify the station location, station number or QR code, the time of the event, a description of the user's action and the result shown on the screen or payment page. If the user took a photograph of the station or error message, such photograph may speed up the review.

If the review confirms that the user could not use the service due to a station error, the Company may cancel the relevant charge, perform a recalculation, initiate a refund or propose another reasonable method of settlement.

## 12. Review of Equipment Complaints

If the user reports a malfunction, low charge, damage, missing cable, inability to charge a device or another problem with the portable power bank, the Company checks the equipment history, issue time, return time, issuing station, return station and other technical information.

The user must stop using clearly damaged equipment, must not disassemble it, attempt to repair it independently, expose it to water, fire, overheating or mechanical pressure, and must return the equipment to a station as soon as possible if it is safe to do so.

If the equipment defect existed before it was provided to the user or arose for a reason not attributable to the user, the Company may perform a recalculation, refund the payment or provide another fair settlement. If the damage resulted from misuse, violation of rental rules, transfer to third parties or intentional actions, the Company may refuse a refund and apply the Equipment Replacement Cost Compensation Policy.

### **13. Complaints Concerning Non-Return, Late Return and Equipment Cost Charge**

If a complaint relates to late-return charges, automatic charges, recognition of equipment as not returned or charging the equipment cost, the Company checks the actual issue time, return time, station status, equipment identifier, return logs and payment operation information.

The Company takes into account that the user may have returned the equipment, while the station may have temporarily failed to transmit data due to a technical error or lack of connection. In such cases, the Company analyzes technical logs and may adjust charges if it is confirmed that the equipment was actually returned within the proper time.

If the equipment was not returned, was lost, transferred to a third party, damaged or returned after the equipment cost was charged, the matter is reviewed in accordance with the Equipment Replacement Cost Compensation Policy and the Payment and Automatic Charges Policy.

### **14. Personal Data and Security Complaints**

Requests relating to personal data, payment security, suspicious operations, unauthorized use of a payment instrument, suspected counterfeit QR code or suspected fraud are reviewed with increased attention.

The Company may temporarily restrict processing of a particular operation, request additional information, conduct an internal review, transfer information to the payment provider, acquiring bank or competent authority if this is necessary to protect the user, the Company or third parties.

Requests for access, correction, deletion or restriction of processing of personal data are reviewed in accordance with the Get Energy Privacy Policy and applicable legal requirements.

### **15. Possible Outcomes of Review**

Following review of a request, the Company makes a decision based on the factual circumstances, service documents, technical data, payment information and information provided by the user. The decision may fully satisfy the request, partially satisfy it or refuse it.

- full satisfaction of the request;
- partial satisfaction of the request;
- cancellation of an operation or release of a temporary hold, if technically and legally possible;
- full or partial refund of a payment;
- recalculation of rental cost;
- provision of explanations without changing the payment;

- refusal to satisfy the request with reasons stated;
- referral of the matter for additional technical, payment or legal review;
- proposal that the user provide additional information.

## 16. Notification of the User About the Result

The Company sends its response through the communication channel used to submit the request or to the email address or telephone number specified by the user. The response may contain a description of the verification result, the decision made, the refund or recalculation amount, information about additional actions required from the user and indicative bank processing times.

If the request was submitted without account registration, the response is sent to the contact details specified in the request. The user is responsible for the accuracy of the contact details provided. If the details are incorrect or the user does not respond to a request for additional information, the Company may suspend review of the request until the necessary information is received.

## 17. Repeat Request and Review of a Decision

If the user disagrees with the review outcome, the user may submit a repeat request stating the reasons for disagreement and attaching additional evidence. A repeat request is treated as a review if it contains new information, documents, photographs, bank confirmations or other information that could have affected the initial decision.

If the repeat request contains no new circumstances and fully repeats a previously reviewed demand, the Company may leave the original decision unchanged and send the user a short notice that the matter has already been reviewed.

## 18. Bank Chargeback or Payment Dispute

The user has the right to contact their bank to dispute a payment in accordance with the rules of the bank and the payment system. However, the Company recommends first contacting Get Energy support, since many disputed situations can be resolved faster directly between the user and the Company.

If the user initiates a bank chargeback or payment dispute, the Company may provide the acquiring bank, payment provider or payment system with information confirming the rental, tariff conditions, acceptance of terms by the user, station data, equipment issue and return times, payment history, information on equipment cost charges and correspondence concerning the request.

The existence of a bank chargeback or payment dispute does not cancel the user's obligation to return equipment, pay for actually provided services, compensate the cost of lost or damaged equipment and comply with Get Energy service documents.

## 19. Abuse of the Right to Submit Requests

The Company reviews requests in good faith and with respect. At the same time, the Company may take measures in cases of abuse of the right to submit requests, including mass sending of repeated messages, knowingly false information, threats, insults, attempts to obtain an unjustified refund, messages submitted on behalf of third parties without authority or actions aimed at circumventing service rules.

In the event of abuse, the Company may limit further correspondence on a matter already reviewed, require proof of identity or authority, transfer materials to competent authorities or use the information in defending its rights in a payment dispute.

## 20. Storage of Request Materials

The Company stores request materials for the period necessary to review the complaint, perform obligations, protect rights and legitimate interests, and comply with accounting, tax, payment and other applicable legal requirements. Request materials may include the request text, correspondence, technical logs, station information, payment information, photographs, screenshots and internal records of the review process.

Access to request materials is granted only to authorized employees, contractors or service providers who need such information to review the request, process a payment, conduct technical verification, provide legal protection or comply with legal requirements.

## **21. Confidentiality of Review**

The Company does not disclose information about requests to third parties without necessity. Information may be transferred to payment providers, banks, technical contractors, lawyers, accountants, insurers, competent government authorities or other persons if this is necessary to review the request, protect rights, perform the contract or comply with legal requirements.

If a request is submitted by the user's representative, the Company may request confirmation of the representative's authority. Without such confirmation, the Company may restrict disclosure of information relating to payments, personal data, rental history or other confidential circumstances.

## **22. Priority of Service Documents**

This Procedure applies together with the Terms of Service, Rental Policy, Pricing Rules, Refund Policy, Equipment Replacement Cost Compensation Policy, Payment and Automatic Charges Policy, Privacy Policy, Security Policy and other Get Energy service documents.

If a request relates to a specific type of demand, the special rules of the relevant document also apply. For example, refund requests are reviewed with regard to the Refund Policy, equipment cost matters with regard to the Equipment Replacement Cost Compensation Policy, and personal data matters with regard to the Privacy Policy.

## **23. Changes to This Procedure**

The Company may amend this Procedure due to changes in the business model, payment rules, technical processes, requirements of banks, payment providers, legislation or internal support procedures. The current version of the document is published on the Get Energy website.

Changes apply to requests submitted after the effective date of the new version, unless otherwise provided by the new version itself or mandatory legal requirements.

## 24. Contact Information

For matters relating to complaints, requests, claims, payment refunds, station operation, equipment, security and personal data, the user may contact the Company using the following details.

Company	ŞARJAL TİCARET ŞİRKETİ LİMİTED
Registration number	MŞ28752
Electronic company number	102944933544
Address	Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, TRNC
Website	getenergy.energy
Email	info@getenergy.energy
Telephone	+90 548 854 6352

## Appendix 1. Brief Request Matrix

Situation	What the user should specify	Expected Company action
Portable power bank was not issued	time, station, payment method, amount, error screenshot	station and payment check; cancellation of the operation or refund if the error is confirmed
Equipment was returned, but rental continues	return time, return station, station photo if available	checking station logs; correction of rental time if return is confirmed
Duplicate charge	date, amounts, last four digits of the card, bank screenshot	checking operations; refund of excess charge if duplication is confirmed
Equipment is defective	description of defect, photo, issue and return time	equipment check; recalculation or refund if defect is confirmed
Equipment cost was charged	rental date, station, return information, confirmations	check of non-return, late return or station error
Suspected counterfeit QR code	location, QR-code photo, link, amount, payment notification	security check, recommendations to the user, interaction with payment participants if necessary

## Appendix 2. Recommended Request Form

The user may submit a request in free form. To speed up review, it is recommended to use the following structure:

Field	What to specify
Email subject	Complaint / refund / payment / station / equipment
Contact details	email address and telephone number for reply
Date and time of event	date, approximate time and time zone if necessary
Location or station	address, station number, QR code or description of location
Payment	amount, payment method, last four digits of the card if applicable
Description of the problem	what happened, what action was performed, what result was expected
Attachments	screenshots, station photo, equipment photo, bank notification

## Final Provisions

By using the Get Energy service and submitting a request to the Company, the user confirms that the information provided in the request is accurate to the best of the user's knowledge, and that the Company may use such information to verify the circumstances, review the complaint, communicate with the user, carry out payment procedures, protect rights and comply with applicable law.