

EQUIPMENT REPLACEMENT COST COMPENSATION POLICY

Get Energy

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Version: 1.0

This Equipment Replacement Cost Compensation Policy determines the circumstances in which a user is required to reimburse the value of a portable charging device, cable, built-in components, identification markings or other Get Energy equipment received by the user for temporary use as part of the rental service. This document applies to rentals made through the web version of the service, a QR code, a payment page, a mobile application, automatic equipment issue and return stations, and to all related payment, pre-authorization and subsequent charging operations.

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1. Terms and Definitions

Term	Meaning
Service	the website, payment page, mobile application, QR codes, automatic stations and other technical means of Get Energy through which the user receives equipment for temporary use.
User	any natural person who starts an equipment rental, pays for a rental, uses the equipment, returns it to a station or performs any other action within the service.
Guest rental	a rental without mandatory creation of an account, where the user accepts the service terms through a web page, QR code or payment page.
Equipment	a portable charging device, cables, connectors, casing, battery, electronic components, identification markings, stickers, chips, software linking and other elements issued to the user.
Equipment cost	the amount required to replace equipment that is not returned, lost, stolen, destroyed or materially damaged, including purchase, configuration, logistics, marking and commissioning, where those elements are included in the price disclosed to the user before the rental starts.
Equipment cost compensation	reimbursement of the equipment cost, which is not a penalty, but a contractual reimbursement of the service operator's property loss.
Confirmed return	a status in which the Get Energy station and accounting system have recorded the physical placement of the equipment in the station and the completion of the rental.

2. General Provisions

2.1. Get Energy equipment is provided to the user only for temporary use. Ownership of the equipment does not transfer to the user at the time of rental payment, at the time the equipment is issued from the station, or during the period of its use.

2.2. The user must use the equipment carefully, reasonably, in accordance with its intended purpose, and return it in working condition to any compatible Get Energy station before the maximum rental period expires.

2.3. Equipment cost compensation applies only where the equipment is not returned, lost, stolen, destroyed, materially damaged, blocked from further use due to the user's fault, or returned in a condition that prevents it from being used safely in the service.

2.4. This Policy forms part of the contractual terms of the service and applies together with the Terms of Service, Rental Policy, Pricing Rules and Refund Policy.

3. Web Rental Without Mandatory Registration

3.1. Basic equipment rental may be carried out without mandatory account registration. The user may start a rental through a QR code, a web page or a payment page by confirming acceptance of the applicable service terms.

3.2. The absence of an account does not release the user from the obligation to return the equipment, pay for the rental, compensate the equipment cost in the event of non-return or damage, and be responsible for the accuracy of payment and contact details provided.

3.3. In a guest rental, the rental may be identified by the operation number, payment identifier, station data, equipment identifier, telephone number, e-mail address, time stamps and other technical data connected with the specific rental.

3.4. Account creation may be offered to the user to view rental history, receive notifications, speed up support requests, participate in loyalty programs or manage payment methods, but it is not a mandatory condition for basic web rental unless expressly stated before the rental starts.

4. Legal Nature of the Compensation

4.1. Charging the equipment cost is not a fine, a sanction for breach or a payment for the purchase of the equipment. It is compensation for property that should have been returned to the service operator after the rental ended.

4.2. The equipment is intended for repeated use by different users. Non-return or material damage deprives the service of the ability to use the equipment again, serve other users and fulfil obligations to partners and locations where stations are placed.

4.3. If the equipment is returned after compensation has been charged, the service operator may inspect the condition of the equipment and decide whether to refund all or part of the amount previously charged in accordance with this Policy and the Refund Policy.

4.4. If the equipment is returned in unusable condition or with signs of tampering, the service operator may retain the compensation in full or in part in the amount of technically or documentarily justified losses.

5. Displaying the Equipment Cost to the User

5.1. The current equipment cost applicable to a specific rental is displayed to the user before the rental starts on the payment page, in the service interface, in the rental terms, in the tariff information or in another clearly accessible place.

5.2. The user must not start the rental if the user does not agree with the equipment cost, the automatic charging terms, the maximum rental period or the equipment return procedure.

5.3. The equipment cost may vary depending on the device model, equipment batch, technical configuration, purchase cost, logistics, issuing station, country of operation and applicable commissioning costs.

5.4. If a specific equipment cost was shown to the user at the time the rental started, that amount applies if the obligation to compensate for the equipment arises, unless otherwise required by applicable law or by a decision of a payment organization.

6. Beginning and End of the User's Responsibility

6.1. The user's responsibility for the equipment begins from the moment the equipment is physically issued from the station or from another confirmation of the rental start in the Get Energy accounting system.

6.2. The user's responsibility continues until the equipment is confirmed as returned to a compatible Get Energy station or until the rental is otherwise documented as completed by the service operator.

6.3. Placing the equipment near a station, handing it to an employee of a venue, handing it to a third party, leaving the equipment on a counter, in a car, hotel room, office, cafe or any other location is not considered a return unless the return is confirmed by the Get Energy station or support service.

6.4. The user must make sure that the equipment has been accepted by the station and that the rental has ended. If the interface, station indicator or service message indicates a return error, the user must contact support immediately.

7. Maximum Rental Period and the Eighth Day

7.1. The standard maximum rental period for the equipment is seven calendar days, unless another period is expressly shown to the user before the rental starts.

7.2. If the equipment is not returned before the end of the seventh rental day, from the beginning of the eighth day the equipment is considered not returned for the purposes of automatically charging the equipment cost.

7.3. Charging the equipment cost at the beginning of the eighth day does not terminate the service operator's right to request return of the equipment if the equipment remains with the user or can in fact be returned.

7.4. Return of the equipment after the beginning of the eighth day is considered individually. If the equipment is in working condition, the service operator may adjust the charges or make a partial refund taking into account the actual rental period, processing costs, the condition of the equipment and applicable payment organization rules.

8. Grounds for Equipment Cost Compensation

8.1. The user is required to compensate the equipment cost if one or more of the grounds listed in this section apply.

- the equipment is not returned before the beginning of the eighth rental day;
- the equipment is lost by the user or by a third party to whom the user transferred the equipment;
- the equipment is stolen and the user does not provide sufficient confirmation of the circumstances of the incident;
- the equipment is returned with damage that prevents its further safe use;
- the equipment has been opened, disassembled, modified, resoldered, blocked, replaced or subjected to an attempted intervention;
- an identification marking, serial number, sticker, chip, code or other identification element has been removed, damaged or changed;
- the equipment was used for an unintended purpose, in breach of normal operation or with an obvious risk of damage;
- the user refused to return the equipment, ignores support requests or provides false information about the equipment's location.

9. Cases Where Compensation Does Not Apply

9.1. Equipment cost compensation does not apply if the equipment was not actually issued to the user, the rental did not start, or the issue was cancelled before the user received the equipment.

9.2. Compensation does not apply to ordinary wear and tear that arose as a result of normal use for the intended purpose and does not prevent further operation of the equipment in the service.

9.3. Compensation does not apply if the equipment malfunction was not caused by the user, and the user promptly notified support and followed reasonable instructions for returning or transferring the equipment.

9.4. Compensation does not apply if the station did not accept the equipment for a technical reason, the user immediately reported this to support, provided the necessary data, did not attempt to conceal the problem and followed the service operator's instructions.

10. Table of Typical Situations

Situation	Consequence
The equipment is not returned before the beginning of the	Full equipment cost, unless there is a confirmed return or another

Situation	Consequence
eighth day	support decision.
The equipment is returned after charging and is in working condition	Adjustment or partial refund may be possible, taking into account the actual rental and processing of the request.
The casing, battery, connector, cable or electronic components are damaged	Full or partial compensation depending on whether further safe use is possible.
The equipment has been opened, changed or shows signs of tampering	As a rule, the full equipment cost.
Ordinary wear without impairment of operation	Compensation does not apply.
A station error is confirmed by technical logs	Compensation does not apply; charges are adjusted in accordance with the Refund Policy.

11. Non-Return of Equipment

11.1. Non-return means the absence of a confirmed return of the equipment to a Get Energy station within the maximum rental period or within another period set for a specific rental.

11.2. If the user states that the equipment was returned but the system did not record the return, the user must contact support and specify the return location, date, approximate time, station number, payment method, the last digits of the card where available, and the telephone number or e-mail address used for the rental.

11.3. The service operator checks station data, rental history, the equipment identifier, time stamps, the payment operation and other technical information. Until the check is completed, charges may remain in place and the compensation obligation may be considered unresolved.

11.4. If the check confirms the equipment return, the service operator adjusts the charges. If the check does not confirm the return, the equipment cost compensation rules apply.

12. Loss, Theft or Transfer to Third Parties

12.1. The user is responsible for the equipment from the moment it is issued until confirmed return. The risk of losing the equipment, accidentally transferring it to a third party, leaving it in a public place or being unable to locate it is borne by the user, unless otherwise provided by law.

12.2. If the equipment is stolen, the user must immediately notify the service operator and provide available confirmation of the circumstances of the incident. A report of theft by itself does not release the user from compensating the equipment cost if the equipment is not returned and cannot be used by the service.

12.3. Transfer of the equipment to another person does not release the user from responsibility. The user who started the rental and provided the payment method remains responsible for returning the equipment and for related charges.

13. Damage to Equipment

13.1. Material damage means any condition of the equipment in which its further operation is unsafe, impossible, economically unreasonable or requires repair beyond ordinary maintenance.

13.2. Material damage may include cracks in the casing, battery swelling, overheating, traces of liquid, connector damage, missing cable, cable damage, signs of impact, signs of fire, deformation of the casing, damage to the electronic board, removal of markings, unauthorized opening or other signs of interference.

13.3. The service operator may determine the amount of compensation after inspecting the equipment. If the equipment can be restored, compensation may be limited to the cost of repair, diagnostics, logistics and temporary withdrawal of the equipment from service. If restoration is impossible or unsafe, the full equipment cost applies.

14. Prohibited Use of Equipment

14.1. The user must use the equipment only for charging compatible mobile devices in the ordinary manner. It is prohibited to use the equipment for purposes for which it is not intended.

- open, disassemble, repair or modify the equipment;
- connect the equipment to incompatible, damaged, homemade or unsafe devices;
- use the equipment where there are signs of overheating, swelling, a burning smell, damage to the casing or connectors;
- immerse the equipment in water, expose it to rain, high temperature, fire, chemicals or strong impacts;
- remove or damage identification stickers, codes, markings or accounting elements;
- attempt to disable, bypass or change software or hardware identification of the equipment;
- pledge, sell, rent out to third parties, leave in storage lockers or use the equipment for commercial purposes without the service operator's consent.

15. Automatic Charging of the Equipment Cost

15.1. By starting a rental, the user authorizes the service operator and connected payment organizations to make subsequent charges related to that rental, including rental payments, daily charges, equipment cost compensation, adjustments and repeated charging attempts after an unsuccessful operation.

15.2. If the equipment is not returned before the beginning of the eighth day, the equipment cost may be charged automatically to the payment method used for the rental or to another payment method linked or provided by the user for that rental.

15.3. Depending on the payment scenario, pre-authorization, temporary blocking of an amount, partial charging, deferred charging, repeated charging attempt or another operation supported by the acquiring bank, payment system and payment service may apply.

15.4. Apple Pay, Google Pay, bank card and other payment methods are used within the rules of the relevant payment organizations. The actual time when a charge, cancellation, refund or release of a temporary block appears depends on the user's bank and the payment organization.

16. Pre-Authorization and Temporary Blocking

16.1. Before the rental starts or at the time it starts, the service operator may initiate pre-authorization or temporary blocking of an amount to verify the payment method and secure possible charges.

16.2. Pre-authorization does not always mean an actual charge. Depending on the rules of the user's bank, the blocked amount may appear in the banking application as a pending operation.

16.3. If the rental is completed correctly and there are no grounds for equipment cost compensation, the temporary block is cancelled or reduced according to the actual charges. The time for releasing the block depends on the user's bank and the payment organization.

16.4. If grounds for equipment cost compensation arise, the previously blocked amount may be used in full or in part to cover the relevant charges.

17. Unsuccessful Charge and Debt

17.1. If charging the equipment cost fails due to insufficient funds, refusal by the bank, expiry of the card, payment method limitation, technical failure or any other reason, the user's obligation to compensate the equipment cost remains in force.

17.2. The service operator may repeat the charging attempt, send a notice to the user, restrict the ability to start new rentals, offer payment by another method or transfer the debt for legal collection within the limits of applicable law.

17.3. Where a debt exists, the user must contact the service operator and settle the debt. Blocking the card, deleting an application, closing the browser, absence of an account or changing the telephone number does not terminate the user's obligation.

18. Notices to the User

18.1. The service operator may send notices about the approaching maximum rental period, the need to return the equipment, charges, unsuccessful payments, equipment cost compensation and the results of a request review.

18.2. Notices may be sent through the web interface, payment page, e-mail message, short text message, push notification, in-app message or by another available method if the relevant contact details were provided by the user.

18.3. The absence of a notice does not release the user from the obligation to return the equipment and pay the charges if the rental terms, maximum rental period and compensation rules were available to the user before the rental started.

19. Return of Equipment After Compensation Has Been Charged

19.1. If the user returns the equipment after the equipment cost has been charged, the user must immediately contact support and provide the rental data, the return station, and the date and approximate time of return.

19.2. The service operator checks the fact of return, the condition of the equipment, the charge history, the possibility of further use of the equipment and whether there are signs of damage or tampering.

19.3. If the equipment is returned in working condition and can be used in the service, the service operator may make a full or partial refund of the compensation amount or offset part of the amount against the actual rental and expenses, if such expenses apply.

19.4. If the equipment is returned damaged, opened, incomplete, with removed markings or in a condition that does not allow further safe use, the service operator may refuse to refund the compensation amount in full or in part.

20. Inspection of Equipment Condition

20.1. Inspection of equipment condition may include visual inspection, charging test, battery, connector, casing, cable and identification marking checks, station logs and other technical data.

20.2. The inspection may be performed by the service operator, a technical contractor, a maintenance organization or another authorized person.

20.3. The inspection results may be used to decide on the amount of compensation, refund of the amount previously charged, refusal of refund or sending an additional request to the user.

20.4. If the equipment presents a safety risk, has signs of battery damage, overheating, liquid ingress or tampering, it may be removed from circulation without further use.

21. Evidence and Accounting Data

21.1. When considering equipment cost compensation, the service operator may use a combination of technical and payment data.

- equipment identifier;
- number of the issuing station and the presumed return station;
- time stamps of issue, return attempts and rental completion;
- payment operation data and acquiring bank statuses;
- information on pre-authorization, charging, operation cancellation and refund;
- technical logs of the station;
- history of the user's support requests;
- photographs or videos voluntarily provided by the user;
- equipment diagnostics data after return.

22. User Request Concerning Compensation

22.1. The user may contact support if the user believes that the equipment cost charge is erroneous, if the equipment was returned, if the station did not accept the equipment, or if the charge occurred after a technical error.

22.2. To speed up review of the request, the user should provide as complete information as possible: rental date and time, place of issue, place of return, station number, payment method, last digits of the card where available, e-mail address or telephone number used for the rental, and a description of the circumstances.

22.3. If the user has photographs, videos or other confirmation of an attempted return, they should be attached to the request. Providing materials does not guarantee an automatic refund, but helps conduct the check faster and more accurately.

22.4. Requests are reviewed within a reasonable time, taking into account the complexity of the check and the need to request data from a bank, payment organization, technical contractor or station location.

23. Time Limits for Submitting a Request

23.1. The user is advised to submit a request concerning equipment cost compensation as soon as possible after the charge or after discovering a problem with return of the equipment.

23.2. If the request is submitted after a significant delay, verification may be difficult due to limited retention periods for certain technical logs, station data or payment data.

23.3. The service operator may consider a request submitted after the recommended period if the user provides sufficient information to identify the rental and verify the circumstances.

24. Partial Refund or Adjustment of the Amount

24.1. The service operator may apply a partial refund if the equipment is returned after charging, is in working condition, but the actual rental exceeded the standard period, and if the service operator incurred costs for processing, search, diagnostics or temporary withdrawal of the equipment from circulation.

24.2. A partial refund may also apply if the equipment is damaged but can be repaired and the repair cost is lower than the full equipment cost.

24.3. When determining the adjustment amount, the service operator takes into account the actual rental period, return status, technical condition of the equipment, presence of damage, payment expenses, diagnostics cost, logistics and applicable payment organization rules.

24.4. A decision to make a partial refund does not mean that the service operator is obliged to make an equivalent refund in any future situation.

25. Grounds for Refusing to Refund Compensation

25.1. The service operator may refuse a full or partial refund of the charged compensation if there are grounds to believe that the equipment has not been returned, is damaged, lost, opened, changed or cannot be used again.

- confirmed return of the equipment is absent;
- the user did not provide data enabling the rental to be identified;
- the station check does not confirm the return;
- the equipment is returned with material damage;
- the equipment shows signs of opening, modification or tampering;
- identification elements have been removed or damaged;
- the user transferred the equipment to a third party and cannot ensure its return;
- the request contains false, contradictory or incomplete information.

26. Payment Disputes and Bank Chargebacks

26.1. The user has the right to contact the user's bank regarding a disputed payment; however, before initiating a bank chargeback, the user is advised to contact Get Energy support first to check the rental and seek a quick resolution.

26.2. In the event of a bank chargeback, the service operator may provide the acquiring bank, payment system, payment service or user's bank with data confirming the rental, equipment issue, non-return, damage, display of terms and the user's consent to the charging terms.

26.3. A bank chargeback that has been initiated does not cancel the user's obligation to return the equipment if it is with the user, and does not release the user from responsibility for loss or damage to the equipment.

26.4. If a payment organization decides in favour of the user, the service operator may additionally contact the user to return the equipment or resolve the matter by other lawful means if the equipment has not been returned.

27. Interaction with Payment Services

27.1. The service operator may use bank cards, Apple Pay, Google Pay, 3D Secure, an acquiring bank and other payment instruments to process rental payments, pre-authorizations, subsequent charges, operation cancellations, refunds and release of temporary blocks.

27.2. Payment operations are carried out in accordance with the rules of the relevant banks, payment systems and payment services. Certain timeframes, statuses and wording of operations in the user's banking application may differ from the wording used by Get Energy.

27.3. The service operator does not store the user's full bank card number and uses payment identifiers provided by the payment provider only to the extent necessary to perform the rental and related charges.

28. Station Errors and Technical Failures

28.1. If the station did not issue equipment, issued defective equipment, did not accept equipment or incorrectly recorded a return, the user must immediately contact support and describe the problem.

28.2. If a technical station error is confirmed, the service operator adjusts the charges and does not apply equipment cost compensation to the user, provided that the user acted in good faith and followed support instructions.

28.3. If the user left the equipment outside the station without contacting support or did not follow reasonable return instructions, the risk of loss of the equipment may remain with the user.

29. Battery Safety and Obligation to Stop Use

29.1. If the user discovers overheating, swelling, a burning smell, smoke, casing damage, liquid ingress or other signs of danger, the user must immediately stop using the equipment and contact support.

29.2. The user must not attempt to repair, open, cool, puncture, heat or disassemble the equipment independently.

29.3. If the damage occurred during normal use and the user promptly reported the issue, equipment cost compensation does not apply unless the inspection identifies actions by the user that caused the damage.

30. Restriction of New Rentals

30.1. If there is non-returned equipment, debt, an unsuccessful charge, an active payment dispute, signs of abuse or violation of this Policy, the service operator may temporarily restrict the user's ability to start new rentals.

30.2. The restriction may apply to the payment method, telephone number, e-mail address, device, account if one exists, or another technical identifier connected with the specific situation.

30.3. The restriction does not release the user from the obligation to return the equipment, pay for the actual rental or compensate the equipment cost.

31. User Good Faith

31.1. The user must act in good faith, report accurate information, not obstruct the verification of circumstances and not abuse refund, payment dispute or support request procedures.

31.2. If the user intentionally provides false information about return, damage, theft, a technical error or a payment operation, the service operator may refuse to adjust charges, restrict access to the service and use lawful means to protect its rights.

31.3. Voluntary and timely contact by the user with support, provision of data and following instructions are taken into account by the service operator when considering partial refund or adjustment of the amount.

32. Relationship with the Refund Policy

32.1. This Policy specifically regulates equipment cost compensation issues in cases of non-return, loss, damage or inability to further use the equipment.

32.2. Issues of refunding erroneously charged funds, payment cancellations, duplicate charges, technical payment errors and refunds initiated by the service operator are regulated by the Refund Policy.

32.3. If a matter simultaneously concerns equipment cost compensation and a refund, the documents apply together. In the event of inconsistency, the document that more specifically regulates the relevant situation applies.

33. Taxes, Fees and Payment Organization Costs

33.1. Rental amounts, equipment cost compensation, refunds and adjustments may include applicable taxes, levies, bank fees or payment expenses if they apply in the relevant jurisdiction and are disclosed to the user to the required extent.

33.2. The service operator is not responsible for fees that the user's bank may charge the user independently in connection with currency conversion, a card operation, temporary blocking, refund or bank chargeback.

33.3. If a payment is made in a currency different from the currency of the user's account, the final amount in the bank statement may differ because of the user's bank exchange rate and payment system rules.

34. Changes to this Policy

34.1. The service operator may change this Policy. The current version is published on the Get Energy website or made available to the user through the service interface.

34.2. For a specific rental, the version of the terms that was in force and available to the user at the time that rental started applies, unless otherwise required by applicable law.

34.3. Continued use of the service after publication of a new version means the user's acceptance of the updated terms for future rentals.

35. Governing Law and Dispute Resolution

35.1. This Policy is governed by the law of the Turkish Republic of Northern Cyprus to the extent that such application does not contradict mandatory legal provisions applicable to the consumer.

35.2. The parties seek to resolve disputed matters through support requests and exchange of necessary information. If a dispute cannot be resolved through the complaint procedure, it shall be resolved by the competent authority or court in accordance with applicable law.

35.3. Nothing in this Policy limits mandatory consumer rights that cannot be excluded or limited by contract.

36. Contact Information

For matters relating to non-return, equipment damage, equipment cost charging, technical station error, late return or review of charges, the user may contact Get Energy by e-mail at: info@getenergy.energy.

In the request, it is recommended to specify the rental date, place of issue, place of return, station number, description of the situation, payment method and contact details for feedback.

Appendix 1. Practical Rules for the User

1. Before starting a rental, check the equipment cost, maximum rental period and automatic charging terms.
2. Do not start a rental if you do not agree with the equipment cost compensation terms.
3. Use the equipment only for its intended purpose and do not transfer it to third parties.
4. Return the equipment to a compatible Get Energy station before the maximum rental period expires.
5. Make sure that the station has accepted the equipment and that the rental has ended.
6. If the station does not accept the equipment, contact support immediately and follow the instructions.
7. Do not leave the equipment near a station, on the counter of a venue or with employees of third parties without confirmation from Get Energy support.
8. In the event of loss, theft, damage or a technical problem, notify support as early as possible.

Appendix 2. Minimum Information for a Request

- user name, if it was provided during the rental;
- telephone number or e-mail address specified during the rental;
- date and approximate time of equipment issue;
- place of issue and station number, if known;
- place and time of attempted return;
- last four digits of the card, if applicable and if the user is willing to provide them;
- payment method: bank card, Apple Pay, Google Pay or another method;
- description of the problem;
- photographs, videos or other materials, if available.

Appendix 3. Summary of the Charging Logic

Period	Rule
Up to 3 hours of rental	The standard pricing rules shown to the user before the rental starts apply.
After 3 hours	The rental may switch to a daily tariff in accordance with the Pricing Rules.
From day 1 to day 7	The user must return the equipment; charges continue in accordance with the tariffs.
Beginning of day 8	If return is not confirmed, the equipment cost may be charged.
After charging	If the equipment is later returned, inspection and adjustment may be possible depending on the condition of the equipment.

This Policy enters into force on the date indicated at the beginning of the document and applies to Get Energy equipment rentals started after that date, unless otherwise expressly stated by the service operator or required by applicable law.