

# FREQUENTLY ASKED QUESTIONS

## Get Energy

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This document contains answers to frequently asked questions from users of the Get Energy service. It is intended for publication on the website and helps users understand how power bank rental, payment, equipment return, refunds, customer support and use of the service without mandatory registration work.

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If there is any difference between this document and the binding legal documents of Get Energy, the Terms of Service, Rental Policy, Tariff Rules, Payment and Automatic Charges Rules, Refund Policy and Equipment Replacement Cost Compensation Policy prevail.

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## 1. General information about the service

### 1. What is Get Energy?

Get Energy is a short-term power bank rental service for charging mobile devices. A user may take a power bank from a station, use it during the selected period and return it to a compatible Get Energy station.

### 2. Who provides the Get Energy service?

The service is provided by ŞARJAL TİCARET ŞİRKETİ LİMİTED, a company registered in the Turkish Republic of Northern Cyprus. The Company acts as the operator of the service, website, payment pages and rental stations.

### 3. How does the rental work?

The user scans a QR code on the station or opens a payment page, selects an available payment method, accepts the service terms and receives a power bank from the station. The rental ends after the equipment is returned to a compatible station and the return is technically confirmed.

### 4. Where can the service be used?

The service is available at locations where Get Energy stations are installed. The list of available stations may be shown on the website, payment page interface, mobile application or map, if such function is available to the user.

### 5. Can I return the power bank to another station?

Yes, if the station is a compatible Get Energy station and technically accepts the equipment. The user must make sure that the station has confirmed the return and that the rental has been closed in the system.

## 2. Rental without mandatory registration

### 6. Do I have to create an account?

No. Basic web rental may be available without mandatory registration. The user may start a rental through a QR code, web page or payment page if this method is available at the specific station and supported by the payment system.

### 7. What does guest rental mean?

Guest rental means that the user may use the service without creating a permanent account. At the same time, the user still accepts the service terms, confirms payment and remains responsible for returning the equipment.

### 8. What data may be required without registration?

Even without registration, data necessary for rental and payment may be processed: payment operation number, technical information about the device, rental start time, station number, return information, e-mail address or phone number if needed for a receipt, support or checking a disputed situation.

### 9. When may Get Energy ask for additional data?

Additional data may be required in the event of a disputed payment, station error, refund, suspected fraud, non-return of equipment, need to contact the user or a requirement of a bank, payment system or law.

### 10. What are the advantages of an account if it becomes available?

An account may be used to view rental history, save receipts, contact support faster, receive notifications and participate in special offers. Having an account does not cancel the obligation to return equipment and pay for the service actually provided.

### 3. Starting a rental through a QR code or payment page

#### 11. How do I start a rental through a QR code?

Scan the QR code on the station with your phone camera or another available method. A Get Energy page will open where the user can review the terms, tariffs, payment rules and confirm the rental.

#### 12. What should I do if the QR code does not open?

Check your internet connection, scan the QR code again, make sure the phone camera works correctly, or open the Get Energy website manually. If the problem continues, the user may contact support and indicate the station location.

#### 13. Can I start a rental without a mobile application?

Yes. The main service model allows web rental through a QR code and payment page without mandatory application download. If an application becomes available in the future, it may provide additional functions, while basic web rental may work separately.

#### 14. When is the rental considered to have started?

The rental is considered started after the terms are confirmed, payment or pre-authorization is successful, and the station actually issues the equipment. If payment went through but the equipment was not issued, the user should contact support for checking and possible payment adjustment.

#### 15. What should I do if the station did not issue a power bank after payment?

Keep the operation details, time, location, station number or a screenshot if available. The user should contact support. If the system confirms that the equipment was not issued, the payment may be cancelled, refunded or adjusted in accordance with the Refund Policy.

### 4. Payment, tariffs and automatic charges

#### 16. What payment methods are available?

Available payment methods may include bank cards, Apple Pay, Google Pay and other methods shown on the payment page. Specific payment methods depend on the bank, payment provider, user device and technical settings of the service.

#### 17. What is pre-authorization?

Pre-authorization is a temporary hold of a certain amount on the user's payment instrument. It is used to confirm the ability to pay and secure possible rental payments. Any unused amount may be released within timeframes that depend on the user's bank.

#### 18. When is the payment charged?

Payment may be charged at the start of the rental, as the rental continues, when it switches to a daily tariff, when the rental ends, and in the event of non-return, loss or damage to equipment. The specific procedure is determined by the Tariff Rules and the Payment and Automatic Charges Rules.

#### 19. How is the rental price calculated?

The price is calculated according to the tariff shown to the user before the rental starts. Usually, the first 3 hours may be charged hourly, after which the rental may switch to a daily tariff. The exact amounts must always be available to the user before rental confirmation.

#### 20. Are automatic charges a subscription?

No. Automatic charges in Get Energy are connected to a specific rental, its duration, return of equipment and performance of the user's obligations. They are not a recurring subscription for a separate service unless this is expressly stated to the user.

#### 21. Why can the amount in my bank differ from the final cost?

The user's card may show a temporary hold, a pending transaction, a partial charge, a refund or an adjustment. The final amount is determined by the service actually provided, the tariffs and the confirmed rental time.

### 5. Returning the power bank

#### 22. How do I return the power bank correctly?

The user must insert the power bank into an empty slot of a compatible Get Energy station until it is fixed and wait for technical confirmation of return. It is recommended to check the station screen, light indicator, payment page, notification or another available confirmation method.

#### 23. When is the rental considered completed?

The rental is considered completed after the equipment has actually been returned to a compatible station and the Get Energy system has received technical confirmation of the return. Simply placing the equipment near the station, handing it to venue staff or leaving the power bank elsewhere is not considered a return.

#### 24. What should I do if the station does not accept the power bank?

Try another free slot, check the correct position of the equipment, do not use force and contact support if necessary. If another compatible station is nearby, the user may return the equipment there.

#### 25. Will charging continue if I do not return the power bank?

Yes. Until the return is confirmed by the system, the rental may continue and payments may accrue according to the tariffs. If the equipment is not returned within the established maximum period, the equipment cost may be charged according to a separate policy.

**26. Can I return the power bank after the equipment cost has been charged?**

Yes, the user may contact support. Depending on the condition of the equipment, return timing, payment history and technical check, the Company may consider a partial refund, payment adjustment or refusal to refund the amount.

## **6. Malfunctions, station errors and support**

**27. What should I do if the power bank is defective?**

Stop using the equipment, do not open it, do not try to repair it yourself and contact support. The user should indicate the rental time, station location, description of the problem and, if possible, attach photos or videos.

**28. What should I do if the power bank does not charge my phone?**

First check the cable, device connector and compatibility. If the problem is related to Get Energy equipment, the user may contact support. If a technical malfunction is confirmed, an adjustment of the rental cost or a refund may be possible.

**29. What should I do if there is a station error?**

If the station does not issue or accept equipment, shows an error or does not confirm the return, the user should contact support and provide information about the station, event time, payment operation and actions performed.

**30. Can I repair the equipment myself?**

No. The user is prohibited from opening, disassembling, repairing, modifying or attempting to reflash the equipment. Such actions may cause equipment damage and an obligation to compensate its cost.

**31. How quickly does support respond?**

Support reviews requests in order of receipt and according to urgency. Payment errors, non-return, technical failures and security issues receive higher priority. Response times may depend on the completeness of the information provided.

## **7. Refunds and disputed transactions**

**32. When is a refund possible?**

A refund may be possible in the case of a confirmed station error, double charge, payment without equipment issue, technical malfunction, incorrect charge or another situation where the Company confirms that there are no grounds to retain the payment fully or partially.

**33. When is a refund usually not made?**

A refund is usually not made for a service actually provided, for the period of actual rental, for late return of equipment due to the user's fault, for loss or damage to equipment, or for breach of the service terms.

**34. How do I submit a refund request?**

The user should contact support by e-mail and provide the date, time, station location, payment method, last four digits of the card if available, transaction amount, description of the problem and supporting materials if available.

**35. How long does a refund take?**

The review period depends on the nature of the request and the completeness of the information. After a refund is approved, the actual crediting of funds depends on the user's bank, the payment system and the payment method.

**36. What should I do if I opened a payment dispute with my bank?**

The user may dispute a payment through the bank, but it is recommended to contact Get Energy first. If a payment dispute has already been opened, the Company may provide the bank with technical rental data, payment information, equipment return data and other supporting materials.

## **8. Non-return, loss or damage to equipment**

**37. What is considered non-return of equipment?**

Non-return means a situation where the equipment was not returned to a compatible Get Energy station within the established maximum period, or where the return was not confirmed by the system for reasons not related to a Get Energy error.

**38. When may the equipment cost be charged?**

The equipment cost may be charged in the event of non-return, loss, theft, significant damage, intentional damage, transfer of the equipment to third parties or other violations provided for by the Equipment Replacement Cost Compensation Policy.

**39. Why is the equipment cost charge not considered a penalty?**

This charge is compensation for the cost of equipment and related expenses because the user received property for temporary use and must return it in working condition. The exact amount must be indicated or available to the user before the rental starts.

**40. What should I do if the power bank is stolen or lost?**

The user should inform support as soon as possible. The notice does not automatically release the user from the obligation to compensate the equipment cost, but it allows the circumstances to be recorded and reviewed individually.

**41. Can I give the power bank to another person?**

The user is responsible for the equipment from the moment it is issued until confirmed return. Transferring the equipment to another person does not release the user from payment for the rental, responsibility for return and possible compensation of the equipment cost.

## 9. Security and personal data

### 42. Does Get Energy store my full bank card number?

No. Get Energy should not store the full bank card number, card security code or other full payment details. Payments are processed by a bank, payment provider or payment service.

### 43. What data is processed when renting without registration?

Technical information about the operation, station, rental time, payment status, equipment return and user device may be processed, as well as contact details if the user provided them to receive a receipt or contact support.

### 44. Why are station and rental time data needed?

These data are needed to calculate the cost, confirm the start and completion of the rental, review refunds, protect against fraud, identify technical errors and resolve payment disputes.

### 45. Can Get Energy ask for my bank password or card code?

No. Get Energy does not ask for online banking passwords, one-time bank codes, card security codes, full card details in correspondence or other secret data. Such information must not be provided to third parties.

### 46. Where is personal data processing described?

The detailed procedure for processing personal data is described in the Get Energy Privacy Policy. The user should read it before using the service.

## 10. Contacts and related documents

### 47. Where should I contact Get Energy about rental issues?

For questions about rental, equipment return, station errors, payments and documents, the user may contact support by e-mail: info@getenergy.energy. The request should include the date, time, station location, description of the problem and payment information if the question relates to payment.

### 48. Which documents govern the use of the service?

Use of the service is governed by the Terms of Service, Rental Policy, Tariff Rules, Payment and Automatic Charges Rules, Refund Policy, Equipment Replacement Cost Compensation Policy, Privacy Policy, Cookie Policy, Security Policy and Complaint and Request Handling Procedure.

### 49. What if an answer in this document differs from a legal policy?

This document is informational and helps the user understand the service faster. If an answer in this document differs from a binding legal document of Get Energy, the relevant legal document applies.

### 50. Can Get Energy change this document?

Yes. The Company may update the frequently asked questions to reflect changes in the service, tariffs, payment methods, technical functions, legislation and support procedures. The current version is published on the Get Energy website.

## Quick reference table

Situation	What the user should do
The station did not issue equipment after payment	Keep the operation details and contact support.
The equipment does not charge the device	Check the cable and connector, then report to support if a malfunction is suspected.
The station does not accept the return	Try another slot or compatible station, do not use force, contact support.
An unclear charge appeared	Check rental history and the bank, then contact support with operation details.
Equipment was lost or stolen	Immediately report this to support and follow the Company's instructions.
A payment refund is needed	Submit a request with the date, time, station, amount and description of the reason.

Question	Main document
General terms of use of the service	Terms of Service
Procedure for receiving and returning equipment	Rental Policy
Rental cost and time calculation	Tariff Rules
Payment, temporary holds and automatic charges	Payment and Automatic Charges Rules
Payment refunds and adjustments	Refund Policy
Non-return, loss and damage to equipment	Equipment Replacement Cost Compensation Policy
Personal data	Privacy Policy
Cookies and web technologies	Cookie Policy
Complaints and claims	Complaint and Request Handling Procedure

## User checklist before starting a rental

Before confirming a rental, it is recommended that the user take the following actions:

- check that the user is located near a Get Energy station;
- make sure that the payment page is opened from the official Get Energy website;
- review the tariff, maximum rental period and conditions for charging the equipment cost;
- check that an appropriate payment method is selected;
- make sure the phone has internet access to receive operation confirmation;
- do not close the payment page before the equipment issue is completed if the system asks the user to wait for confirmation;
- keep the electronic receipt or a screenshot of the operation if needed for personal records.

After the equipment is issued, the user should make sure that the power bank has actually been received from the station. If the equipment was not issued, the user should not make repeated payment attempts unnecessarily and should contact support with the operation details.

## User checklist when returning equipment

To correctly complete the rental, it is recommended to:

- return the equipment only to a compatible Get Energy station;
- insert the equipment into a free slot until it is fixed;
- wait for a light, screen, web notification or other technical confirmation of return;
- do not leave the equipment near the station, with venue staff or in any other place;
- contact support immediately if there is a station error and indicate the station location;
- keep confirmation of return if it is available to the user.

For support requests	Recommended information to include
Payment question	Date and time of the operation, amount, payment method, last four digits of the card if available, description of the problem.
Station did not issue equipment	Station location, time of attempt, operation or payment number, screenshot if available.
Station did not accept return	Station location, time of attempted return, error description, photo of the station or slot if available.
Defective equipment	Description of malfunction, rental time, place of issue, photo or video if available.
Loss or theft of equipment	Time and circumstances of loss, rental or payment number, user contact details.

## Final provisions

This document is a reference document of Get Energy and does not replace the binding legal documents of the service. It helps the user understand the main actions for rental, payment, equipment return and contacting customer support.

Use of the service means that the user should read the applicable legal documents of Get Energy and accept the terms shown before the start of rental or payment.

Contact for requests: info@getenergy.energy. Service website: getenergy.energy.