

LEGAL INFORMATION

Get Energy

Effective Date: 07 July 2026

Official legal information about the company, the service, terms of use, payments, user enquiries and related documents.

1. Service Provider Details

Parameter	Information
Company name	ŞARJAL TİCARET ŞİRKETİ LİMİTED
Trading name of the service	Get Energy
Registration number	MŞ28752
Electronic company number	102944933544
Registered address	Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, Turkish Republic of Northern Cyprus
Official website	getenergy.energy
E-mail	info@getenergy.energy
Telephone	+90 548 854 6352

This document contains legal information about the Get Energy service, which is provided by ŞARJAL TİCARET ŞİRKETİ LİMİTED. The document is intended for website users, persons renting a portable power bank through a web page, payment page or QR code, and other persons who require official information about the service provider and the applicable rules.

All references to the "Company", "we", "us" or "our service" in this document mean ŞARJAL TİCARET ŞİRKETİ LİMİTED, acting under the commercial name Get Energy.

All references to the "User" mean an individual who visits the website, scans a QR code, starts a rental, pays for the service, returns equipment, contacts support or otherwise interacts with the service.

2. Description of the Service

Get Energy provides a short-term portable power bank rental service through automated stations located in public, commercial and other places accessible to users. A user may receive a portable power bank from a station after scanning a QR code, opening a web page or payment page, reviewing the applicable terms and successfully completing the relevant payment action.

The basic service model provides for the possibility of web-based rental without mandatory prior registration of a user account. Registration may be used as an additional function for access to rental history, notifications, support, special offers or other additional features, if such features are provided by the service.

The absence of mandatory registration does not cancel the user's obligation to review the applicable terms, accept the rental rules, payment rules, equipment return rules, automatic charge rules and

other service documents before starting to use the equipment. Use of the service means the user's acceptance of the applicable rules to the extent that they relate to the relevant user action.

The portable power bank, charging station, station QR code, payment page, technical infrastructure and related elements of the service form part of a single rental system. The equipment is provided to the user for temporary use only and does not become the user's property when it is issued from the station.

3. Main Legal Documents of the Service

The rights and obligations of the user and the Company are determined by the set of legal documents of the service. Each document regulates a separate area of the relationship and applies together with the other documents unless its content provides otherwise.

Document	Main purpose
Privacy Policy	Determines the procedure for processing users' personal, technical and payment data.
Terms of Service	Sets out the general conditions for access to the website, payment page, QR rental and the service.
Rental Policy	Regulates the procedure for issuing, using and returning a portable power bank.
Tariff Rules	Determine the procedure for calculating rental charges, hourly charges and daily charges.
Refund Policy	Sets out the grounds, procedure and timing for refunding payments.
Equipment Replacement Cost Compensation Policy	Regulates cases of non-return, loss or damage of equipment and charging of its cost.
Payment and Automatic Charges Rules	Describe payment methods, temporary holds, automatic charges and payment disputes.
Cookie Policy	Regulates the use of technical, analytical and other files on the website.
Security Policy	Describes measures for protecting payments, data, QR codes, stations and equipment.
Complaint and Request Handling Procedure	Establishes the procedure for submitting, reviewing and reconsidering user requests.

If there is any inconsistency between documents, the document that specifically regulates the relevant matter applies. For example, payment refunds are governed by the Refund Policy, rental cost issues are governed by the Tariff Rules, and non-return of equipment is governed by the Equipment Replacement Cost Compensation Policy.

4. Use of the Service Without Mandatory Registration

The service may be used by a user in guest mode without creating an account, if the relevant function is available on the website, payment page or when scanning the station QR code. In this case, the user enters or confirms only the data required for payment, issuance of equipment, communication

about the specific rental, prevention of abuse and compliance with mandatory requirements of the payment infrastructure.

The Company may request additional information or offer the creation of an account in cases where this is necessary to process a disputed payment, refund, complaint, non-return of equipment, confirmation of an operation, fraud prevention, restoration of rental history or compliance with requirements of an acquiring bank, payment system or applicable law.

Guest mode is not anonymous use of the service. To support payments, security, equipment return and protection against abuse, the Company may process technical information, payment transaction data, telephone number or e-mail address, station details, equipment issue time and return time, and other information necessary for the specific rental.

5. Start of Rental and Acceptance of Terms

Before the start of a rental, the user must have access to the main information about the service, the price, the payment procedure, the possibility of a temporary hold of funds, the equipment return procedure and the consequences of non-return. Such information may be displayed on the website, payment page, station page, payment interface, QR scenario, legal documents or by another method applicable to the specific rental.

The user accepts the terms of the service by performing an action that clearly expresses the intention to start a rental or pay for the service: pressing a confirmation button, completing a payment, confirming an operation in a banking interface, using Apple Pay or Google Pay, confirming 3D Secure, receiving a portable power bank from the station, or performing another equivalent action.

If the user does not agree with the service terms, rental price, automatic charge procedure, equipment return conditions or other applicable rules, the user must refuse to start the rental before receiving equipment from the station.

6. Information About Price, Tariffs and Payments

The rental price, applicable tariffs, possible temporary hold of funds, maximum rental period and equipment cost in case of non-return are displayed to the user before the start of the rental or are available through the relevant legal documents of the service.

Specific amounts may vary depending on the station location, commercial conditions, promotions, payment currency, technical settings of the payment provider and other factors.

If a specific price or special condition applicable to a particular rental is stated on the payment page, station page or in the service interface, that condition displayed to the user prevails over general information, provided it does not worsen the user's rights contrary to mandatory legal requirements.

Payment may be made by bank card, Apple Pay, Google Pay, 3D Secure, acquiring bank or another supported payment method. The Company does not request the user's full banking app password, one-time code outside the protected banking interface, full card number in support correspondence, card security code in support messages, or other information that should not be disclosed to third parties.

Get Energy rental is not a subscription. Automatic charges, if applied, are made within the scope of a specific rental, in accordance with the terms accepted by the user and only to the extent connected with rental payment, temporary hold of funds, extension of the billing period, non-return, loss or damage of equipment.

7. Temporary Hold of Funds and Automatic Charges

Before the equipment is issued or at the start of the rental, the payment provider, acquiring bank or other participant in the payment infrastructure may place a temporary hold of funds, perform a pre-authorization, test charge or other payment action required to confirm solvency, ensure transaction security and enable subsequent settlements for the specific rental.

A temporary hold of funds is not always an actual charge. The period for release of the temporary hold depends on the user's bank, the payment provider and the rules of the payment system. The Company may initiate cancellation of an operation or refund in cases provided by the service rules, but the actual crediting or release of funds depends on the user's bank.

Automatic charges may be applied for payment of the rental period, transition from hourly billing to daily billing, subsequent daily periods, non-return of equipment, damage to equipment or other cases directly provided for by the applicable service documents. The user gives consent to such charges before the start of the rental by accepting the service terms and confirming the payment action.

8. Ownership of Equipment and User Responsibility

The portable power bank, charging station, cables, markings, identifiers and other elements of the equipment are the property of the Company or its partners and are provided to the user only for temporary use during the rental period. The user may not sell, transfer, disassemble, modify, retain, pledge, sublease or use the equipment in a manner inconsistent with its intended purpose.

The user must return the portable power bank to a compatible Get Energy station in proper condition, ensure that the station has accepted the equipment and, where technically possible, check completion of the rental on the service page, in the payment interface, by notification or by another available method.

If the equipment is not returned within the established period, is returned damaged, is lost, stolen, transferred to a third party or cannot be reused due to the user's actions, the equipment replacement cost compensation rules may apply to the user. Such compensation is not a penalty, but is intended to compensate the cost of equipment, logistics, diagnostics, replacement and related expenses, where applicable.

9. Refunds, Cancellations and Adjustments

A payment refund, partial adjustment, operation cancellation or release of a temporary hold is carried out in the cases and in the manner provided by the Refund Policy, Payment and Automatic Charges Rules, Tariff Rules and the applicable rules of the payment infrastructure.

The user may request a refund or adjustment if the rental did not start after a successful payment, the station did not issue equipment, a duplicate charge occurred, the equipment was defective without the user's fault, the rental was incorrectly closed for a technical reason, or another verifiable service error occurred.

The Company may refuse a refund if the service was actually provided, the equipment was issued and used, the user failed to return the equipment, provided inaccurate information, violated the service rules or the request does not fall within the cases in which a refund is provided by the applicable documents.

10. Requests, Complaints and Payment Disputes

User requests are handled through the e-mail address info@getenergy.energy and through other channels if they are published on [getenergy.energy](https://www.getenergy.energy). When making a request, the user is advised to specify the date and time of the rental, the station location, the last four digits of the card if such information is available, the telephone number or e-mail address used for the rental, a description of the problem and supporting materials.

The user may submit a complaint, refund request, equipment-related request, personal data request, security-related request or request for reconsideration of a decision. The procedure for handling such requests is determined by the Get Energy Complaint and Request Handling Procedure.

Submitting a bank payment dispute does not cancel the user's obligation to return the equipment and does not automatically terminate charges connected with the actual rental, non-return or damage of equipment, if such charges are justified under the applicable service rules. The Company may provide the bank or payment provider with supporting information about the rental, equipment issue, return time, tariffs and terms accepted by the user.

11. Processing of Personal Data

The Company processes personal data, technical information, payment transaction data, station information, rental start time, return time, user requests and other information to the extent necessary to provide the service, process payments, prevent fraud, support users, perform legal obligations and protect the Company's rights.

The detailed procedure for data processing, including data categories, processing purposes, legal bases, retention periods, transfer to third parties, international processing, user rights and deletion procedure, is determined by the Get Energy Privacy Policy.

The Company does not store full bank card details to an extent that would allow it to independently execute a payment without the participation of a payment provider. Payment data is processed by banks, payment providers, payment systems and technological participants in the payment infrastructure in accordance with their own rules and applicable security requirements.

12. Cookies and Technical Website Data

The website and payment pages may use technical cookies, similar technologies, event logs and technical identifiers necessary for website operation, payment security, session retention, fraud prevention, analytics, service quality improvement and compliance with payment infrastructure requirements.

The user may manage cookies through browser settings, controls available on the website or other tools provided by the service. Disabling mandatory technical files may make it impossible for the website, payment page, QR scenario, payment confirmation or equipment rental to work correctly.

Detailed information about the categories of cookies used and the procedure for managing them is provided in the Get Energy Cookie Policy.

13. Service Security

The Company applies organizational and technical measures to protect the website, payment pages, QR codes, stations, equipment, payment processes and user data. Such measures may include

encrypted connections, access control, event monitoring, review of suspicious operations, restricted access to service data and cooperation with payment providers on security matters.

The user must observe reasonable security measures: not disclose payment confirmations to third parties, not use damaged or fake QR codes, check the address of the payment page, not disclose confirmation codes to third parties, not interfere with station operation and not attempt to obtain equipment without payment or outside the established procedure.

The Company is not responsible for losses caused by the user's use of fake websites, third-party QR codes, fraudulent links, malware, unofficial communication channels or disclosure of payment data to third parties, unless such circumstances arose due to the Company's fault.

14. Restrictions on Use of the Service

The service is intended for ordinary charging of compatible user devices. The equipment is not intended for use in medical, emergency, rescue, industrial or other critical purposes where interruption of power may cause harm to life, health, property or data.

The user is prohibited from using the equipment in a wet environment, where there are signs of damage, with incompatible devices, in violation of safety instructions, to bypass the payment system, for commercial resale of the service, to interfere with station operation or for actions that violate the rights of the Company, partners or third parties.

The Company may restrict or refuse provision of the service to a user if there are signs of fraud, abuse, repeated non-return of equipment, attempted interference with the system, violation of payment rules or other material violations of the applicable documents.

15. Partner Locations Where Stations Are Placed

Get Energy stations may be placed on the premises of cafes, restaurants, retail facilities, hotels, entertainment venues, transport facilities, office buildings and other locations. Such partner locations may provide the physical place for the station, but they do not become a party to the rental agreement between the user and the Company unless expressly stated otherwise.

Payment, tariff, equipment return, payment refund, equipment replacement cost compensation, personal data processing and complaint handling issues are governed by Get Energy documents and are handled by the Company through official communication channels. Staff at partner locations may not have authority to change a tariff, cancel a payment, close a rental or make legally significant decisions on behalf of the Company.

16. Intellectual Property

The name Get Energy, interface elements, website texts, service structure, technical solutions, graphic elements, marks, databases, software, payment page design and other materials are objects of rights of the Company or the relevant rights holders, unless otherwise stated.

The user may not copy, reproduce, modify, distribute, use for commercial purposes or create derivative materials based on elements of the service without the prior written consent of the Company, except where expressly permitted by law or applicable service terms.

17. Limitation of Liability

The Company strives to ensure continuous and secure operation of the service, but does not guarantee that the website, payment page, station, QR code, payment provider or equipment will be

available without interruptions, delays, technical errors, maintenance work, communication failures, bank restrictions or other circumstances not fully controlled by the Company.

The Company is not responsible for inability to use the service caused by lack of internet access, discharge of the user's phone, errors of the user's bank, bank card restrictions, refusal by the payment provider, incorrectly entered data, actions of third parties, force majeure circumstances or the user's violation of the service rules.

Nothing in this document excludes or limits the Company's liability to the extent that such exclusion or limitation is prohibited by mandatory provisions of applicable law.

18. Applicable Law and Dispute Resolution

The relationship between the Company and the user is governed by the law of the Turkish Republic of Northern Cyprus, unless otherwise provided by mandatory rules of law applicable to the specific user or the specific dispute.

Before applying to a court or another competent authority, the user is advised to contact the Company through an official communication channel so that the Company can review the circumstances of the rental, payment, equipment return, technical error or other disputed matter. This procedure does not deprive the user of rights granted by applicable law.

Disputes that cannot be resolved through support or through the complaint handling procedure shall be resolved by competent courts or authorities in accordance with applicable law and jurisdiction rules.

19. Accuracy of Information and Changes to Documents

The Company may amend this Legal Information and the related service documents. An updated version enters into force upon publication on the website, unless another effective date is specified in that version.

The user is advised to review the current version of legal documents before starting a rental. Continued use of the website, payment page, QR scenario or service after updated documents are published means acceptance of the updated terms to the extent permitted by applicable law.

If any provision of this document is found invalid, unlawful or unenforceable, this does not affect the validity of the remaining provisions, unless performance of the document without that provision becomes impossible or contrary to its main purpose.

20. Official Communication Channels

The user must send legally significant requests, payment requests, refund requests, equipment-related requests, complaints, personal data requests and security-related messages through the Company's official communication channels.

Type of request	Communication channel
General questions about the service	info@getenergy.energy
Payments, refunds and temporary hold of funds	info@getenergy.energy
Non-return, loss or damage of equipment	info@getenergy.energy
Personal data and privacy	info@getenergy.energy

Type of request	Communication channel
Complaints and reconsideration of decisions	info@getenergy.energy
Reports of potential security issues	info@getenergy.energy

The Company is not required to consider requests submitted through unofficial channels, social networks, personal accounts of employees, employees of partner locations where stations are placed, or other channels that are not listed on the Company's official website as support or legally significant communication channels.

21. Details for Publication on the Website

For user convenience, the following main details about the service and the Company may be published on the website:

- service provider: ŞARJAL TİCARET ŞİRKETİ LİMİTED;
- trading name: Get Energy;
- registration number: MŞ28752;
- electronic company number: 102944933544;
- address: Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, Turkish Republic of Northern Cyprus;
- website: getenergy.energy;
- e-mail: info@getenergy.energy;
- telephone: +90 548 854 6352.

These details may be used in the contacts section, on legal pages, in the payment interface, in rental confirmations, in support replies and in other places where disclosure of information about the service provider is required.

22. Final Provisions

This Legal Information is part of the Get Energy legal document system and applies together with the other service documents. The document does not replace special rules governing separate matters of rental, payment, refund, equipment replacement cost compensation, data processing, use of cookies, security and complaint handling.

For all questions related to this document, the user may contact the Company by e-mail at info@getenergy.energy.