

GET ENERGY

PAYMENT AND AUTOMATIC CHARGES RULES

Effective Date: 7 July 2026

These Payment and Automatic Charges Rules regulate the procedure for paying for the Get Energy service, the procedure for temporary holds of funds, the procedure for subsequent charges, and the conditions under which the user may be charged for the rental, the daily tariff, the cost of non-returned equipment and other amounts expressly provided for by these Rules, the Terms of Service, the Rental Policy, the Pricing Rules, the Refund Policy and the Equipment Replacement Cost Compensation Policy.

Company Details	Information
Legal entity	ŞARJAL TİCARET ŞİRKETİ LİMİTED
Registration number	MŞ28752
Electronic company number	102944933544
Registered office address	Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, TRNC
Website	https://getenergy.energy
Email	info@getenergy.energy

1. General Provisions

1.1. These Rules form an integral part of the terms of use of the Get Energy service and apply to all payments connected with the rental of portable charging devices, the use of issuance and return stations, service web pages, the payment page and other technical tools provided by the Company.

1.2. The Get Energy service operates under a short-term equipment rental model. The user receives the equipment for temporary use, pays for the actual rental period and must return the equipment to a compatible return station within the established period.

1.3. Basic rental may be carried out without mandatory account registration. The user may start a rental through a QR code, web page, payment page or other available method by confirming acceptance of the service terms before the rental begins.

1.4. These Rules do not constitute a separate loan agreement, credit agreement, banking services agreement or subscription. They establish the payment procedure for a specific rental service and the obligations of the user connected with that service.

2. Terms and Definitions

Term	Meaning
Company	ŞARJAL TİCARET ŞİRKETİ LİMİTED, operator of the Get Energy service.
Get Energy	short-term rental service for portable charging devices through issuance and return stations, web pages, payment pages, QR codes and related technical tools.
User	any individual who starts a rental, pays for a rental, uses equipment or otherwise interacts with the service.
Guest Mode	use of the service without mandatory account creation, where the user confirms the

	service terms through a web page or payment page.
Equipment	portable charging device issued to the user for temporary use through a Get Energy station.
Station	automated device for issuing, receiving, charging and recording equipment.
Payment Page	web page through which the user enters payment details, confirms payment and accepts the rental terms.
Automatic Charge	debiting of funds by a payment provider or acquiring bank on the instruction of the Company within a rental previously confirmed by the user.
Temporary Hold	temporary reservation of an amount on the user's payment instrument before final charge, cancellation of the transaction or release of the hold by the bank.

3. Application of These Rules

3.1. These Rules apply to payment for all rentals started through a web page, QR code, payment page, mobile application or other official Get Energy channels.

3.2. The user accepts these Rules by performing one or more actions: scanning a QR code, proceeding to the payment page, pressing the payment confirmation button, entering payment instrument details, confirming payment through a bank, Apple Pay, Google Pay or another payment service, and by actually receiving equipment from a station.

3.3. If the user uses the service in guest mode, the absence of an account does not release the user from the obligation to pay for the rental, return the equipment, compensate the cost of non-returned or damaged equipment and comply with other service terms.

3.4. If the user creates an account, the payment rules apply both to rentals made through that account and to rentals connected with the same payment instrument, telephone number, email address, device or other confirmed user identification.

4. Payment Instruments and Payment Methods

4.1. The user may pay for services using the available methods shown on the payment page before the rental begins. Depending on technical availability and the decisions of payment organizations, such methods may include bank cards, Apple Pay, Google Pay and other payment instruments.

4.2. The Company may temporarily restrict, replace or disable a particular payment method if this is required for technical reasons, by the requirements of the acquiring bank, payment system, payment provider, security requirements or applicable law.

4.3. The user represents that they have the right to use the selected payment instrument and that use of such payment instrument does not violate third-party rights, bank rules, payment system requirements or the law.

4.4. The Company does not store the full bank card number, card expiry date, card security code or other full payment credentials, unless this is expressly required for lawful payment processing by an authorized payment provider. Payments are processed by the bank, payment provider and other participants in the payment infrastructure.

5. Currency, Tariffs and Display of Cost

5.1. The rental cost, amount of temporary hold, daily tariffs, equipment cost and other applicable amounts are displayed to the user before the rental begins on the web page, payment page, service interface or informational materials of the station.

5.2. All amounts are charged in the currency shown to the user before the rental begins. If the user's bank or a payment organization performs currency conversion, such conversion is carried out according to the rules of the relevant bank or payment organization.

5.3. The Company may apply different tariffs depending on the station location, promotion, usage period, technical rental channel, payment method or other conditions, provided that the applicable tariff is displayed to the user before the rental begins.

5.4. Changes to tariffs do not apply retroactively to a rental that has already started if the user received information about the specific tariffs before that rental and started the rental on those terms. An exception is possible only to correct an obvious technical error, whether favorable or unfavorable to the user, if such error is confirmed by system logs and payment data.

6. User Consent to Payment

6.1. By confirming payment and starting a rental, the user consents to the charging of all amounts connected with the specific rental, including the initial payment, hourly payment, daily payment, cost of non-returned equipment, recalculation amounts and other amounts expressly provided for by the published service terms.

6.2. Such consent is a one-time consent within the specific rental and the obligations connected with it, but it may include several charges if the rental duration, non-return of equipment, technical delay, payment error or another event requires a subsequent charge in accordance with the service terms.

6.3. Automatic charges within a rental are not a subscription to recurring services. The user does not purchase a continuous paid subscription; the user pays for the actual equipment rental and for the consequences of breaching the obligation to return the equipment.

6.4. The user understands and agrees that the final payment amount may depend on the actual return time of the equipment, the successful recording of the return by the station, the selected tariff, the applicable temporary hold and other conditions shown to the user before the rental begins.

7. Rental Payment Model

7.1. Unless expressly shown to the user before the rental begins, the following basic payment model applies:

- 1) the first three hours of rental are charged on an hourly basis;
- 2) after the end of the third hour, the rental automatically switches to the daily tariff;
- 3) the daily tariff is charged for each subsequent rental day or started period if the applicable pricing terms provide for payment of a started period;
- 4) the maximum standard rental period is seven days;
- 5) if the equipment is not returned before the beginning of the eighth rental day, the equipment is treated as non-returned and the user may be charged the equipment cost in the procedure provided by the Equipment Replacement Cost Compensation Policy.

7.2. The specific amounts applicable to hourly payment, daily payment, temporary hold and equipment cost are shown to the user before the rental begins. If special conditions are shown on the payment page or in the service interface, they apply to the relevant rental.

7.3. Rental time is calculated from the moment of technical issuance of the equipment by the station or from the moment when the system recorded the successful launch of the rental, depending on which event occurred earlier and is confirmed by system data.

7.4. The rental ends after the equipment has been successfully returned to a compatible station and the return has been confirmed by the Get Energy system. Physical insertion of equipment into a station without system confirmation may require additional verification.

8. Temporary Hold of Funds

8.1. Before the rental begins or during the rental, the Company, acquiring bank or payment provider may place a temporary hold of funds on the user's payment instrument. Such hold is used to confirm the validity of the payment instrument and secure possible payments under the rental.

8.2. A temporary hold is not always a final charge. After the rental is completed, it may be used in whole or in part for payment, cancelled, reduced, increased or replaced by a final charge in accordance with the rules of the bank and the payment provider.

8.3. The time required to release a temporary hold depends not only on the Company, but also on the user's bank, payment system, acquiring bank and payment provider. The Company does not control the internal processing times of the user's bank.

8.4. If the user sees a transaction in a banking application as pending, this may indicate a temporary hold rather than a final charge. The user may contact Get Energy support to verify the status of the rental and payment.

9. Initial Payment

9.1. An initial payment may be charged at the start of the rental, when the payment instrument is confirmed, when the equipment is issued, or after the end of the first paid period, depending on the technical payment model displayed to the user.

9.2. If the equipment was not issued by the station, but a payment operation was initiated, the Company checks the station system logs, payment status and payment provider data. If a technical error is confirmed, the transaction is cancelled, the temporary hold is released or the payment is refunded in accordance with the Refund Policy.

9.3. If the equipment was issued to the user, the rental is deemed to have started and the user must pay for the rental for the actual period of use, even if the user uses the service without account registration.

10. Subsequent Automatic Charges

10.1. If the rental continues after the initial paid period, the Company may initiate subsequent automatic charges in accordance with the tariffs applicable to the specific rental.

10.2. Subsequent charges may include:

- hourly payment within the first three hours of rental;
- the first daily tariff after the end of the third hour;
- subsequent daily tariffs until the maximum rental period expires;
- the cost of equipment if the equipment is not returned within the established period;
- recalculation when a technical error is corrected;
- amounts payable after connection with the station or payment provider is restored, if the rental was actually continued.

10.3. The user agrees that such charges may be made without re-entering payment instrument details if they relate to a previously confirmed rental and comply with the terms accepted by the user before the rental began.

10.4. The Company is not required to request separate user confirmation each time for charges directly connected with a rental already started, if such confirmation was provided by the user when the rental began and unless applicable law or payment organization rules require otherwise.

11. Charging the Cost of Equipment

11.1. If the equipment is not returned to a compatible station before the beginning of the eighth day of the rental, or within another maximum period expressly shown to the user before the rental began, the Company may treat the equipment as non-returned.

11.2. In the event of non-return of the equipment, the cost of the equipment may be automatically charged to the user. Such charge is not a penalty unless applicable law expressly provides otherwise, but represents compensation for the value of property not returned by the user after the permitted rental period ended.

11.3. The detailed procedure for charging the cost of equipment, grounds for adjustment, possible partial refund after late return of equipment and exceptions are governed by the Equipment Replacement Cost Compensation Policy.

11.4. If the equipment is returned after the equipment cost has been charged, the Company may check the condition of the equipment, whether it belongs to Get Energy, station data and the circumstances of the delay. Based on the results of the check, the amount may be refunded in whole or in part in accordance with the relevant policy.

12. Failed Payments and Repeated Charge Attempts

12.1. A payment may be declined by the user's bank, payment system, acquiring bank or payment provider for reasons outside the Company's control. Such reasons include insufficient funds, card restrictions, bank refusal, confirmation error, card expiry, suspected fraud or technical unavailability of the payment infrastructure.

12.2. If payment has not been successfully completed, the Company may:

- repeat the charge attempt within a reasonable period;
- request another payment instrument from the user;
- suspend the possibility of new rentals until the debt is paid;
- send the user a notice of the need to pay;

- use lawful methods to collect the debt if the user does not pay an amount connected with the rental or non-return of equipment.

12.3. A repeated charge attempt may be made for the debt amount, for a partial amount or for an amount reduced by amounts already paid, temporary holds, refunds and adjustments.

12.4. The user must keep the payment instrument valid until the rental is completed and all obligations connected with the rental are fully performed.

13. Cancellation of Rental Before Equipment Is Issued

13.1. If the user started the payment process but the equipment was not issued by the station, the rental may be deemed not to have started if the system logs confirm that no equipment was issued.

13.2. In the event of confirmed non-issuance of equipment, the Company cancels the relevant transaction, initiates release of the temporary hold or refunds the payment in accordance with the Refund Policy.

13.3. If the user received equipment from the station but immediately changed their mind about using the service, the rental is deemed to have started. To stop further tariffing, the user must return the equipment to a compatible station and wait for system confirmation of return.

14. Completion of Rental and Final Settlement

14.1. Final settlement is made after the equipment return has been recorded and after data has been received from the station, payment provider and internal Get Energy systems.

14.2. In some cases, final settlement may not occur instantly. Delay may be caused by absence of communication with the station, temporary unavailability of the payment provider, the need to reconcile system logs, verification of a disputed payment or a technical failure.

14.3. If the system has temporarily not received confirmation of equipment return, but the user states that return was completed, the Company conducts a check using the station number, return time, user data, payment operation, technical logs and, where available, photo or video information lawfully available to the Company.

14.4. Until the check is completed, the user must keep the rental details, payment receipt, station number, return time and other data that may help confirm the circumstances of return.

15. Payment Notifications and Receipts

15.1. The user may receive a payment notification through the web page, payment page, bank, payment service, email, telephone message or another available channel if such details were provided by the user.

15.2. In guest mode, the Company may have a limited ability to send a receipt again if the user did not provide an email address, telephone number or another contact identifier. The user must independently save the payment and rental details displayed after the operation is completed.

15.3. Upon the user's request, the Company may provide payment confirmation if the user provides sufficient details to identify the transaction: date and time, station, amount, last digits of the card, telephone number, email address, operation number or another confirming identifier.

16. Payments via Apple Pay and Google Pay

16.1. When paying through Apple Pay or Google Pay, the user uses the relevant payment service under the terms established by its operator, the user's bank and payment organizations.

16.2. The Company receives only the payment and technical information necessary to process the transaction, confirm the rental, make refunds, review disputes and comply with security requirements. The Company does not store the user's full bank card details.

16.3. A refund, cancellation of a transaction or release of a temporary hold for payments made through Apple Pay or Google Pay may be displayed in the user's banking application with a delay depending on the bank and payment infrastructure.

17. Payment Security Checks

17.1. To protect users, the Company, banks and payment organizations, verification procedures may be applied, including confirmation of the transaction by the bank, 3D Secure technology, verification of the payment instrument, device verification, unusual activity checks and other security measures.

17.2. If a payment or rental is considered suspicious, the Company may temporarily refuse to issue equipment, suspend the rental, request additional confirmation, restrict the payment instrument or transfer information to the payment provider within the limits permitted by law.

17.3. The Company is not responsible for a refusal by the user's bank to confirm a payment if such refusal is caused by the rules of the bank or payment system, insufficient funds, card restrictions, user error or another circumstance outside the Company's control.

18. Station Errors, Technical Failures and Recalculation

18.1. If the user believes that a payment was calculated incorrectly due to a station error, communication failure, incorrect recording of return, erroneous issuance of equipment or another technical reason, the user must contact Get Energy support as soon as possible.

18.2. The Company reviews such requests based on system logs, station data, operation time, payment status, payment provider information and information provided by the user.

18.3. If an error is confirmed, the Company may perform a recalculation, cancel the transaction, make a partial refund, make a full refund, release the temporary hold or make another adjustment in accordance with the Refund Policy.

18.4. If the error is not confirmed, the charges are deemed valid and the user must pay for the rental in accordance with the tariffs and usage time recorded by the system.

19. Payment Disputes and Bank Chargebacks

19.1. The user may contact their bank to dispute a payment if the user believes that the payment was made by mistake or was unauthorized. However, before contacting the bank, the user is recommended to contact Get Energy support, because most technical errors can be checked and resolved more quickly directly.

19.2. Upon receipt of a payment dispute, the Company may provide the acquiring bank, payment provider and payment system with documents and information confirming the legality of the payment, including acceptance of terms, rental data, issuance and return times of the equipment, station status, payment logs and correspondence with the user.

19.3. If the bank or payment organization decides in favor of the user, the Company complies with such decision in the procedure and time limits established by the payment infrastructure. If the dispute is deemed unfounded, the payment remains valid.

19.4. The existence of a payment dispute does not release the user from the obligation to return the equipment, pay for the actual rental or compensate the equipment cost in case of non-return if such obligations are confirmed by the service terms and system data.

20. Refunds and Release of Temporary Holds

20.1. Refunds, cancellation of transactions and release of temporary holds are governed by the Refund Policy. These Rules define the procedure for payments and charges, but do not replace the procedure for reviewing refund requests.

20.2. If a refund is approved by the Company, the funds are returned by the same payment method used for the original transaction, unless another method is required by law, by the bank, by the payment provider or by technical limitations of the payment infrastructure.

20.3. The Company does not guarantee immediate receipt of funds in the user's account after a refund is approved. The crediting period depends on the user's bank, payment system, acquiring bank and payment provider.

21. User Obligations When Paying

The user must:

- review the tariffs, payment terms, return periods and equipment cost before starting a rental;
- use only a payment instrument owned by the user or lawfully used by the user;
- not start a rental if the user does not agree with automatic charges connected with the selected rental;
- ensure that sufficient funds are available for payment of the rental and possible subsequent charges;
- return the equipment to a compatible station before the maximum rental period expires;
- contact support in a disputed situation in a timely manner and provide the necessary information;
- not attempt to bypass payment mechanisms, interfere with station operation or use another person's payment data.

22. Restriction of Access to the Service in Case of Debt

22.1. If the user has unpaid debt connected with a rental, non-return of equipment, damage to equipment or a payment dispute, the Company may temporarily restrict the user's access to new rentals until the debt is settled.

22.2. The restriction may be applied by telephone number, email address, payment instrument, device, technical identifier, account or other available lawful identification used to protect the service against abuse.

22.3. Restriction of access does not cancel the user's existing obligations to pay and return the equipment.

23. Taxes, Fees and Payment Infrastructure Expenses

23.1. If applicable taxes, charges or mandatory payments are included in the service price, they are considered part of the displayed price. If they are shown separately, the user sees the relevant information before confirming payment.

23.2. The user's bank, payment system or payment service may apply its own fees, currency conversion or other expenses that are not established or controlled by the Company. The user should check such terms with their bank or payment service.

23.3. The Company is not responsible for the user's bank fees, bank processing delays, currency conversion or internal restrictions of the user's payment instrument.

24. Connection of These Rules with Other Documents

24.1. These Rules apply together with the Terms of Service, Rental Policy, Pricing Rules, Refund Policy, Equipment Replacement Cost Compensation Policy, Privacy Policy and Cookie Policy.

24.2. If there is a difference in interpretation between documents, the special document for the relevant issue prevails. Payment issues are governed by these Rules and the Pricing Rules; refund issues are governed by the Refund Policy; issues concerning non-returned equipment are governed by the Equipment Replacement Cost Compensation Policy.

24.3. If any provision of these Rules is found invalid, the remaining provisions continue to apply to the fullest extent permitted.

25. Changes to These Rules

25.1. The Company may amend these Rules. The current version is published on the official Get Energy website.

25.2. Changes do not apply retroactively to rentals that have already been completed, except where the change improves the user's position, clarifies previously published terms, corrects an obvious error or is required by applicable law.

25.3. Continued use of the service after publication of a new version means that the user agrees to the updated terms applicable to new rentals.

26. Governing Law and Procedure for Resolving Issues

26.1. These Rules are governed by the law of the Turkish Republic of Northern Cyprus, unless mandatory provisions of applicable consumer protection or payment services law require otherwise.

26.2. The user and the Company seek to resolve payment issues by contacting support and exchanging necessary information. If the issue cannot be resolved voluntarily, it is resolved in the procedure provided by applicable law and the Terms of Service.

27. Contact Information

For questions concerning payment, automatic charges, temporary holds of funds, refunds and payment disputes, the user may contact Get Energy by email at info@getenergy.energy.

The user is recommended to include the rental date and time, station, payment amount, payment method, the last four digits of the card if payment was made by card, the email address or telephone number used for the rental, and a brief description of the issue.

Appendix 1. Main Types of Payments

Type of payment	When it applies	Basis
Initial payment	at the start of the rental or at the beginning of the first paid period	user confirmation of the rental
Hourly payment	within the first three hours of rental	Pricing Rules and information shown before the rental begins
Daily tariff	after the end of the third hour and thereafter within the maximum rental period	continuation of the rental after the hourly period
Equipment cost	if the equipment is not returned before the beginning of the eighth day or another specified maximum period	Equipment Replacement Cost Compensation Policy
Temporary hold	before the rental begins or during the rental to verify the payment instrument and secure payment	payment infrastructure rules and service terms
Recalculation	in case of confirmed technical error, incorrect time recording or payment adjustment	Refund Policy and system data

Appendix 2. Payment Sequence for a Standard Rental

Stage	User or system action	Payment consequence
1	The user scans a QR code or opens the payment page.	tariffs and payment terms are displayed
2	The user confirms payment and accepts the terms.	payment or a temporary hold may be performed
3	The station issues the equipment.	the rental is deemed to have started
4	The user uses the equipment for up to three hours.	hourly pricing applies
5	The rental continues after three hours.	the daily tariff applies
6	The user returns the equipment.	the system calculates the final amount
7	The equipment is not returned before the beginning of the eighth day.	the equipment cost may be charged

Appendix 3. What Is Not Considered a Subscription

Get Energy automatic charges are connected with a specific rental of equipment and are not a subscription. The user does not pay for recurring access to the service for a period independently of actual use. Charges are made only where a rental has started, the rental continues, the equipment is not returned, a debt is confirmed or another event expressly provided for by the service terms has occurred.

Creation of an account, where available to the user, also does not mean that a subscription has been taken out. An account may be used for rental history, support, notifications, promotions and user convenience, but basic web rental may be carried out without mandatory registration.

Appendix 4. Typical Payment Situations

Situation	How it is processed
The user paid, but the equipment was not issued.	station and payment logs are checked; if the error is confirmed, the transaction is cancelled, the temporary hold is released or the payment is refunded

The user took the equipment and returned it quickly.	the amount is charged according to the minimum or actually applicable tariff shown before the rental began
The user returned the equipment, but the station did not confirm return.	a technical check is performed; if return is confirmed, recalculation is made
The bank declined the charge.	the Company may repeat the charge attempt or request another payment instrument
The user opened a payment dispute with the bank.	the Company transfers information confirming the rental, payment, issuance and return of equipment to the payment infrastructure
The equipment is not returned before the beginning of the eighth day.	the equipment is treated as non-returned and the equipment cost may be charged

Final Provisions

These Rules are intended to ensure that, before starting a rental, the user understands the payment procedure, possible automatic charges, the consequences of a long rental, the procedure for temporary holds of funds and the grounds for charging the cost of equipment. By using the Get Energy service, the user confirms that they have read these Rules, understand their content and agree that rental payments may be made automatically within the terms accepted by the user when starting the rental.

Get Energy