

Get Energy — Refund Policy

REFUND POLICY

Get Energy

Effective date: 07 July 2026

Version: 1.0

This Refund Policy governs the conditions for cancellation of rental, refund of funds, adjustment of charges and handling of payment disputes when using the Get Energy service. This document applies to the rental of portable charging devices through the web version of the service, QR code, payment page, mobile application, automated equipment dispensing and return stations, and any related payment operations.

Service operator	ŞARJAL TİCARET ŞİRKETİ LİMİTED
Registration number	MŞ28752
Electronic company number	102944933544
Registered address	Beşparmaklar Cad. Nazım Bodi Plaza No. 4 Çatalköy Girne, Turkish Republic of Northern Cyprus
Contact for refund requests	info@getenergy.energy

1. General provisions

1.1. This Refund Policy forms part of the contractual documentation of Get Energy and applies together with the Terms of Service, Rental Policy, Pricing Rules, Payment and Automatic Charges Policy, Equipment Replacement Charge Policy and Privacy Policy.

1.2. By using the Get Energy service, the user confirms that, before starting a rental, the user has had the opportunity to review the terms of payment, pricing, refunds, cancellation of rental and charging of the equipment replacement cost in case of non-return, loss or damage to the equipment.

1.3. Basic rental may be carried out without mandatory account registration: through a QR code, web page, payment page or other interface available to the user at the time of rental. The absence of a registered account does not exclude the application of this Policy if the user has started a rental, confirmed payment or used the equipment.

1.4. A refund is possible only in the cases and in the manner provided by this Policy, applicable law, payment scheme rules and the terms of the relevant payment provider.

1.5. This Policy does not limit mandatory consumer rights where such rights are expressly established by applicable law and cannot be modified by agreement of the parties.

2. Terms and definitions

For the purposes of this Policy, the following terms are used:

“Company”, “Get Energy”, “we”, “us” or “our” means ŞARJAL TİCARET ŞİRKETİ LİMİTED, the operator of the portable charging device rental service.

“User” means a person who visits the website, scans a QR code, opens a payment page, uses the mobile application, starts a rental or pays for Get Energy services.

“Service” means the website, mobile application, payment page, software platform, QR interface, equipment dispensing and return stations and other elements of Get Energy.

“Equipment” means a portable charging device, cable, connector, casing, rental station, station slot and other physical elements related to the rental service.

“Rental” means temporary paid use of Get Energy equipment from the moment the equipment is dispensed or the rental starts in the system until proper return.

“Payment” means a charge, pre-authorization, authorization hold, deposit, repeated charge, daily charge, equipment charge, refund or any other financial operation.

“Refund” means a full or partial return of funds to the user through the original payment method or cancellation/release of a payment operation where technically possible.

“Guest mode” means use of the service without mandatory registration of a permanent account, while confirming the rental and payment terms through the available interface.

3. Scope of application

3.1. This Policy applies to all payments related to the use of the Get Energy service, including hourly charges, daily charges, pre-authorization, deposit, equipment replacement charge, repeated payments, charge adjustments and refunds.

3.2. This Policy applies regardless of whether the service is used through the web version without registration, mobile application, QR code, payment link or any other interface.

3.3. If the user pays for the rental through Apple Pay, Google Pay, bank card, payment gateway, acquiring bank or another payment method, the refund is processed subject to the rules of the relevant payment scheme and payment provider.

3.4. A refund may be limited by the technical capabilities of the payment provider, bank processing times, anti-fraud checks, payment scheme requirements and applicable procedures for refunds and payment disputes.

4. Principle of payment for the service

4.1. Get Energy provides the user with a short-term equipment rental service. Payments are charged for the actual opportunity to use the equipment in accordance with the tariffs shown to the user before the start of the rental or at the time of payment confirmation.

4.2. If the equipment was successfully dispensed to the user and the rental started, the fee for the period of equipment use is generally non-refundable, except in cases of technical error, incorrect charge, duplicate charge or other grounds specified in this Policy.

4.3. The user must return the equipment to a functioning slot of a compatible Get Energy station and wait for confirmation of return through the service interface, station screen, indicator or another available method. An incomplete, unconfirmed or incorrect return may result in continued billing until the return is properly confirmed.

4.4. If the user believes that the equipment was returned but the system continued to apply charges, the user must contact support as soon as possible and provide available information about the place, time and circumstances of the return.

5. Cancellation of rental before use begins

5.1. If the user opened the web page, payment page or QR interface but did not confirm payment and did not receive equipment, no payment obligation arises.

5.2. If the user confirmed a payment but the station did not dispense the equipment due to a technical reason, the user is entitled to a refund of the relevant payment or cancellation of the pre-authorization if the charge was not actually completed.

5.3. If a payment was authorized but the rental did not start, the Company may cancel the authorization, release the amount, initiate a refund or provide the user with the opportunity to receive equipment again without additional payment, where technically possible.

5.4. If the user voluntarily refuses the rental after successful dispensing of the equipment, such refusal is treated as ordinary completion of the rental after return of the equipment, and charges are calculated in accordance with the Pricing Rules.

6. Cases where a refund may be available

A refund of funds or adjustment of charges may be made in the following cases:

- the equipment was not dispensed by the station after successful payment or pre-authorization;
- the station dispensed defective equipment that objectively could not be used for its intended purpose, and the user reported this within a reasonable time;
- the payment was charged twice for the same operation;
- the payment amount was calculated incorrectly due to a technical failure of the service;
- the system continued charging after a confirmed return of the equipment;
- the user was charged for a period during which the service was unavailable due to a failure on the side of Get Energy;
- the bank, payment provider or payment scheme confirmed an erroneous payment operation;
- applicable law requires a refund in the specific situation;
- the Company, at its discretion, decides to make a goodwill refund to maintain service quality, even if there is no formal refund obligation.

7. Cases where a refund is usually not provided

A refund is generally not provided in the following cases:

- the equipment was successfully dispensed, operated properly and the user had the opportunity to use the service;
- the user changed their mind after receiving the equipment;
- the user did not return the equipment on time or returned it to an unsuitable location;
- the user did not wait for confirmation of return and did not report the issue within a reasonable time;
- the user used the equipment for an unintended purpose, damaged it, lost it or transferred it to a third party;
- the user's phone, user's cable, device settings, lack of internet connection, discharged phone or other circumstances on the user's side prevented use of the service;

- the user did not review the tariffs, although the tariffs were shown before the start of rental or payment confirmation;
- the equipment replacement charge was applied due to non-return of the equipment after the maximum rental period;
- the user violated the Terms of Service, Rental Policy or Pricing Rules.

8. Partial refund and charge adjustment

8.1. The Company may issue a partial refund if the error affected only part of the payment or only a specific period of the rental.

8.2. A partial adjustment may apply if the rental was in fact available to the user, but part of the time was incorrectly recorded by the system.

8.3. If, for a technical reason, the rental ended later than the actual return of the equipment, the Company may recalculate the charges based on station data, system logs, the user's request, photo/video evidence and other available information.

8.4. If an amount was pre-authorized but the final payment was lower, the unused part of the pre-authorization is subject to cancellation or release within timeframes that depend on the issuing bank and the payment provider.

8.5. A partial refund does not in all cases constitute an admission of breach by the Company and may be provided as a commercial adjustment for good-faith resolution of the user's request.

9. Refund in case of technical defect of the equipment

9.1. If the dispensed equipment has an obvious technical defect, the user should, where possible, immediately return the equipment to a compatible Get Energy station and contact support.

9.2. Technical defects may include: no charging while the user's device is functioning properly, damaged equipment connector, no response from the equipment, inability to use the equipment safely, or a physical defect preventing normal operation.

9.3. Circumstances related solely to the user's device, phone battery condition, incompatibility of a particular user accessory, phone settings, disabled permissions, lack of mobile internet or actions of third parties are not considered a technical defect of Get Energy.

9.4. If the defect is confirmed, the Company may cancel the payment, refund the payment in full or in part, provide a repeat rental without additional charge or apply another reasonable form of compensation.

9.5. The Company may refuse a refund if it is established that the defect resulted from improper use, damage, opening of the device, liquid ingress, mechanical impact, overheating or other actions of the user or third parties.

10. Refund in case of station or payment page error

10.1. If the station did not dispense equipment after a successful payment, the user must report to support the station number, location, time of operation, last digits of the card where available, screenshot of the payment or another operation identifier.

10.2. If the web page or payment page displayed an error but the bank showed a charge, the Company checks the transaction status with the payment provider. If the payment was only authorized and not captured, the amount may be automatically released by the bank.

10.3. If the payment was successfully captured but the service was not provided, the Company initiates a refund after verifying the data.

10.4. If the payment is displayed in the banking application as “pending”, “temporary hold”, “pre-authorization” or a similar status, the refund or release timeframe depends on the issuing bank and the payment provider. The Company does not control the internal display time of operations in the user’s banking application.

10.5. In disputed situations, the Company uses technical logs, station data, payment gateway data, operation timestamp, rental identifier and user communications.

11. Pre-authorization, deposit and release of funds

11.1. Before the start of a rental or at the moment it begins, the Company or payment provider may perform a pre-authorization, temporary hold, authorization hold or deposit to verify the payment method, secure payment for the rental and protect against non-return of equipment.

11.2. Pre-authorization is not always an actual charge. In the banking application it may appear as a hold, pending operation or temporary authorization.

11.3. After the rental is completed, the actual payment amount is calculated according to the Pricing Rules. The unused part of the pre-authorization is subject to cancellation or release in accordance with the procedures of the payment provider and issuing bank.

11.4. The time for a released amount to appear in the banking application may be several business days and depends on the user’s bank, payment scheme, currency, country of card issuance and the bank’s internal procedures.

11.5. If the user believes that a deposit or hold has not been released, the user may contact Get Energy support. The Company will check the operation status and, if necessary, provide available information for contacting the bank.

12. Equipment replacement charge and refunds of such charges

12.1. If the equipment is not returned within the established maximum rental period, is lost, damaged or cannot be identified as returned, the Company may charge the equipment replacement cost in accordance with the Equipment Replacement Charge Policy and the Pricing Rules.

12.2. The equipment replacement charge is compensation for the cost of non-returned or damaged property, and is not a penalty, unless otherwise expressly provided by applicable law.

12.3. A refund of the charged equipment replacement cost may be considered if the user later returned the equipment in working condition and the Company was able to confirm its identification, location and fitness for further operation.

12.4. The Company may deduct from the refund reasonable expenses related to search, verification, technical diagnostics, logistics, cleaning, repair, loss of commercial use of the equipment or payment scheme fees, where permitted by applicable rules.

12.5. If the equipment was returned after the replacement charge was applied, a refund is not guaranteed automatically. The decision is made taking into account the condition of the equipment, the delay period, station data, rental history and applicable law.

12.6. If the equipment is damaged, replaced, substituted, opened, lost, shows signs of liquid ingress or strong mechanical impact, or cannot be reused, the equipment replacement charge may be non-refundable.

13. Procedure for submitting a refund request

13.1. A refund request must be sent to info@getenergy.energy or through another official support channel if specified on the website or in the service interface.

13.2. To speed up review of the request, the user should provide as complete information about the operation as possible:

- user name, if provided;
- phone number or email address used for payment or communication;
- date and approximate time of the rental;
- station location or station number, if known;
- rental, payment, order or QR-operation identifier, if displayed;
- last four digits of the bank card or payment method without disclosing the full card number;
- description of the issue;
- screenshots of payment, error message, return confirmation, station or equipment photo where available.

14. Timeframe for submitting a request

14.1. The user is recommended to send a refund request as soon as possible after the problem occurs, preferably within 14 calendar days from the date of the relevant operation.

14.2. Requests submitted later may also be reviewed if the Company still has the necessary technical and payment data for verification.

14.3. The Company may refuse a refund or limit the scope of review if a significant delay in contacting the Company has made it impossible to confirm the circumstances of the rental, payment, dispensing or return of the equipment.

14.4. Time limits for chargebacks and bank disputes are governed by the rules of the issuing bank, acquiring bank, payment scheme and payment systems. Submitting a request to Get Energy does not cancel the user's right to contact their bank if such right is provided by the bank and payment scheme rules.

15. Review period for a request

15.1. The Company aims to review user requests within a reasonable period. An initial response is usually sent after sufficient information has been received to identify the operation.

15.2. In standard cases, verification may take up to 10 business days. In more complex cases requiring data requests from a payment provider, bank, technical contractor or equipment inspection, the period may be extended.

15.3. If additional information is required to review the request, the Company may ask the user to provide it. Failure to provide information may make it impossible to satisfy the request.

15.4. The decision on the request may include a full refund, partial refund, cancellation of authorization, charge adjustment, provision of a promo code/compensation, refusal of refund or another reasonable solution.

16. Method of refund

16.1. A refund is generally made to the original payment method used by the user for the payment.

16.2. If the payment was made by bank card, the refund is sent through the payment provider to the same card where technically possible.

16.3. If the payment was made through Apple Pay or Google Pay, the refund is processed through the relevant tokenized payment instrument and may be displayed in the user's banking application in accordance with the issuing bank's rules.

16.4. The Company does not refund to a third-party card, another person's bank account, in cash or by another method if this conflicts with payment scheme rules, anti-money laundering and anti-fraud requirements or internal security requirements.

16.5. If the original payment method is unavailable, blocked, closed or a refund is technically impossible, the Company may request additional information and offer an alternative settlement method where permitted by applicable rules.

17. Bank processing times and fees

17.1. After the Company initiates a refund, the actual receipt of funds to the user's account depends on the issuing bank, payment provider, payment scheme, payment currency, business day calendar and transaction processing rules.

17.2. A refund may appear as a separate refund transaction, cancellation of the original operation, reversal of the original operation, refund entry, release of a temporary hold or another bank record.

17.3. The user's bank may charge fees, apply currency conversion or display amounts taking exchange-rate differences into account. The Company is not responsible for fees or exchange-rate differences applied by the user's bank or payment scheme unless caused by an error of the Company.

17.4. If the refund amount differs from the original amount due to partial use of the service, bank fees, conversion or payment provider rules, the Company provides the user with an available explanation of the calculation upon request.

18. Chargebacks and payment disputes

18.1. The user may contact the card issuing bank regarding a disputed operation if the user believes that the payment was erroneous or unauthorized. The chargeback and payment dispute procedure is governed by the rules of the bank and payment scheme.

18.2. Before initiating a chargeback, the user is recommended to contact Get Energy support, since many issues can be resolved faster through direct verification of the rental, station and payment operation.

18.3. If the user initiates a chargeback, the Company may provide the bank and payment scheme with documents, logs, confirmation of acceptance of the terms, payment page data, equipment dispensing data, return data and other evidence of service provision.

18.4. Abuse of chargeback procedures, false statements about unauthorized operations, disputing correct payments after actual use of the service, or attempts to obtain equipment without payment may result in restricted access to the service, debt recovery and other measures provided by applicable law.

18.5. If, as a result of a bank dispute, the payment is returned to the user but the Company confirms the fact of service provision, the Company may claim payment of the outstanding amount by lawful means.

19. Unauthorized payments and security

19.1. If the user believes that a payment was made without their consent, the user must immediately contact their bank and notify Get Energy.

19.2. The Company may temporarily restrict access to the service, block the disputed rental, request additional information, transfer data to the payment provider and conduct an internal review.

19.3. The user is responsible for safeguarding their device, payment instrument, one-time codes, push confirmations, biometric authorization and access to the banking application.

19.4. If an unauthorized operation is confirmed by the bank or payment provider, the refund is made in accordance with applicable bank rules, payment scheme rules and law.

19.5. The Company does not store full bank card details and does not have access to the full card number, card security code or bank confirmation codes.

20. Typical situations and general approach to refunds

The table below provides an indicative overview of typical situations. The final decision is made based on the factual data of the specific rental, payment operation, station logs and applicable rules.

Situation	General approach	What is required from the user
Payment completed, but equipment was not dispensed	Full refund or cancellation of authorization after verification	Time, station, payment screenshot, description of the error
Duplicate charge for one rental	Refund of the duplicate payment if the duplication is confirmed	Screenshots of both operations, last four digits of the card
Equipment is defective	Full/partial refund or repeat rental if the defect is confirmed	Photo/video, station number, time, description of the defect
Rental started, user changed their mind	Refund is usually not provided; billing continues until the equipment is returned	Correct return of the equipment
System continued counting time after return	Recalculation if the actual return is confirmed	Return time and location, station photo, status screenshot
Equipment not returned for 7 days	Equipment replacement charge; refund is possible only after verification of late return	Return of equipment, explanation of circumstances, supporting data
Bank shows a temporary hold or pending operation	Usually waiting for bank release; there may be no actual capture	Check the operation status with the bank and provide operation details
User disputes the tariff	Verification of the tariff shown before rental and the rental time	Screenshots, start/return time, explanation of disagreement

21. Refunds for promotions, discounts and promo codes

21.1. If the rental was paid using a discount, promo code, bonus or promotional offer, the refund is calculated based on the amount actually paid by the user.

21.2. The nominal value of a discount, bonus or promo code is generally not paid to the user in cash.

21.3. If a promo code was applied to a rental that was cancelled due to a technical error of Get Energy, the Company may restore the promo code, provide a new promo code or apply another equivalent method of compensation.

21.4. Promotional conditions do not apply retrospectively to rentals that have already been completed, unless expressly stated in the promotion terms.

22. Refunds in case of communication, internet or user device failures

22.1. The Get Energy service may depend on mobile internet, browser, payment application, bank, operating system of the device and other elements that are not always under the Company's control.

22.2. If the issue arose solely due to lack of internet connection on the user's side, malfunction of the user's phone, disabled browser permissions, bank blocking of the payment, inability to complete 3D Secure or another reason on the side of the user or bank, a refund is usually not provided if the service was available and the equipment was dispensed.

22.3. If a communication failure caused the user to be unable to complete return in the interface, but the equipment was in fact returned to the station, the Company reviews the request based on station data and technical logs.

22.4. The user must, where possible, keep return confirmations and contact support in case of any discrepancy between the actual return and the system status.

23. Refunds in case of tariff changes

23.1. Get Energy tariffs may change. For a specific rental, the tariffs shown to the user before the start of the rental or at the time of payment confirmation apply, unless otherwise required by applicable law.

23.2. If the tariff changed after the rental started, such change does not apply to an already started rental if it worsens the user's position, except in cases of technical error or clearly incorrect tariff display.

23.3. If, due to a technical failure, one tariff was shown to the user but a charge was made according to another tariff, the Company checks the data and, if the error is confirmed, makes an adjustment.

23.4. The user must carefully review the tariffs before confirming payment. Failure to carefully review correctly displayed tariffs is not, by itself, a ground for refund.

24. Interaction with other Get Energy documents

24.1. This Policy must be interpreted together with other Get Energy documents. In case of inconsistency between documents, priority is determined taking into account the nature of the matter.

24.2. Pricing Rules apply to the calculation of rental cost.

24.3. The Rental Policy applies to the start, use and completion of a rental.

24.4. The Payment and Automatic Charges Policy applies to automatic charges, pre-authorization, payment instruments and repeated charges.

24.5. The Equipment Replacement Charge Policy applies to non-return, loss, damage, replacement or charging of equipment cost.

24.6. The Privacy Policy applies to the processing of personal data.

25. Limitations and good-faith use

25.1. The user must use the refund procedure in good faith and must not submit knowingly false information, forged screenshots, inaccurate explanations or repeated unfounded requests.

25.2. The Company may refuse a refund if signs of abuse, fraud, attempt to use equipment free of charge, intentional damage, substitution of equipment or systematic disputing of correct payments are established.

25.3. The Company may temporarily restrict the user's access to the service where there is debt, disputed payments, suspicious operations or breaches of Get Energy documents.

25.4. Restriction of access does not release the user from the obligation to pay for services actually provided, return equipment and compensate the cost of non-returned or damaged equipment.

26. Communication procedure

26.1. All official refund requests must be sent to info@getenergy.energy, unless another channel is specified on the website or in the service interface.

26.2. The Company may send replies to the email address, phone number, service interface or other channel used by the user when making the request.

26.3. The user must provide current contact details and check messages from Get Energy, the payment provider or the bank.

26.4. If the user used guest mode without an account, additional payment, technical or operational details may be required to identify the request.

26.5. The Company does not request the full bank card number, card security code, PIN, one-time bank codes, passwords, recovery secret phrases, access to the banking application or other secret data. The user must not transmit such data in requests.

27. Governing law and dispute resolution

27.1. This Policy is governed by the law of the Turkish Republic of Northern Cyprus, unless otherwise established by mandatory provisions of applicable law.

27.2. The parties seek to resolve refund questions and disputed situations through good-faith correspondence and verification of factual data.

27.3. If a dispute cannot be resolved by contacting support, it is resolved in the manner established by the Terms of Service and applicable law.

27.4. Nothing in this Policy limits the rights of the user that cannot be limited by contract under applicable law.

28. Changes to the Refund Policy

28.1. The Company may periodically change this Policy to reflect changes in the service, payment methods, tariffs, requirements of banks, payment schemes, payment providers or law.

28.2. The current version of the Policy is published on the Get Energy website. If a change materially affects user rights, the Company may additionally notify users by an available method.

28.3. A specific completed rental is usually governed by the version of the Policy that was in effect at the time the rental started, unless otherwise required by applicable law or unless it improves the user's position.

28.4. Continued use of the service after publication of an updated version means acceptance of the updated terms for subsequent use of the service.

29. Contact information

For questions related to refunds, charge adjustments, erroneous payments, cancellation of authorizations, technical failures and disputed operations, the user may contact the Company using the following details:

Company: ŞARJAL TİCARET ŞİRKETİ LİMİTED.

Service: 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.

Email: info@getenergy.energy.

Appendix No. 1. Minimum information for a refund request

For prompt review of a request, it is recommended to send the following information to support:

- date and time of the operation;
- address or name of the place where the station is located;
- station number or QR code, if displayed;
- payment method;
- last four digits of the card when paying by card;
- payment amount;
- description of the issue;
- screenshot of the payment or bank operation;
- screenshot of the error message;
- photo of the equipment or station if the issue relates to dispensing, return or defect.

Appendix No. 2. Short procedure for reviewing a refund

1. The user sends a request to info@getenergy.energy or through the official support channel.
2. The Company identifies the payment and rental based on the provided data.
3. The Company checks payment provider logs, station data, the status of equipment dispensing and return.
4. If necessary, the Company requests additional information from the user.
5. The Company makes a decision: full refund, partial refund, cancellation of authorization, charge adjustment, refusal or other settlement.
6. If the decision is positive, the Company initiates the refund through the payment provider to the original payment method.
7. Actual receipt of funds depends on the user's bank and the payment scheme.

Final provisions

This Refund Policy enters into force on the date stated on the first page and applies to all Get Energy operations carried out after it enters into force, unless otherwise established by mandatory provisions of applicable law.

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