

RENTAL POLICY

Get Energy

Effective Date: 07 July 2026

Service Operator	ŞARJAL TİCARET ŞİRKETİ LİMİTED
Registration Details	Registration No: MŞ28752; e-Company No: 102944933544
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This Rental Policy sets out the principal rules for providing, receiving, using and returning Get Energy portable charging devices through a web page, QR code, payment page, mobile application, rental stations and other technical interfaces of the service.

This document forms part of the user documentation of Get Energy and applies together with the Terms of Service, Pricing Rules, Refund Policy, Equipment Replacement Charge Policy, Privacy Policy and other documents published by the Company.

1. General Provisions

1.1. This Rental Policy governs the relationship between the Company and the User in connection with the temporary provision to the User of a portable charging device owned by the Company or another rights holder for personal use during a paid rental period.

1.2. Receiving the Equipment from a Rental Station, confirming payment, scanning a QR code, pressing the rental confirmation button on a web page or in the application, or performing any other technical action indicating the start of the Rental means that the User agrees to this Policy.

1.3. The Get Energy service is built on a web-first model. For a basic rental through a web page or QR code, mandatory prior account registration is not required unless otherwise required by a particular security, fraud-prevention, support, debt-collection scenario or by the requirements of a payment provider.

1.4. A User Account, if created, is an additional feature and may be used for rental history, notifications, support requests, promotions, bonuses, preference storage and more convenient service management.

1.5. The absence of a registered account does not release the User from the obligation to comply with the rental rules, payment rules, Equipment return deadlines and responsibility for loss, damage or non-return of the Equipment.

2. Terms and Definitions

2.1. "Company" means ŞARJAL TİCARET ŞİRKETİ LİMİTED, the operator of the Get Energy service.

2.2. "Get Energy" or "Service" means the service for temporary rental of portable charging devices through Rental Stations, a web page, QR code, mobile application, payment interfaces and related technical solutions.

2.3. "User" means an individual who accesses the Service, scans a QR code, pays for a rental, receives Equipment from a station, uses the Equipment or performs other actions connected with a rental.

2.4. "Equipment" means a portable charging device, power bank, cable, connector, casing, electronic identifier and other elements provided to the User for temporary use.

2.5. "Rental Station" means an automated device, stand, docking station, cabinet, terminal or other technical facility intended for issuing, receiving, charging and identifying Equipment.

2.6. "QR Code" means a code placed on a station, Equipment, advertising material, web page or other medium that directs the User to the Get Energy web interface, application or payment page.

2.7. "Rental Period" means the time from the moment the Equipment is confirmed as issued to the User until the moment the Equipment is confirmed as returned to a compatible Get Energy station.

2.8. "Confirmed Return" means the successful technical recording of the Equipment return by the Get Energy system, including recognition of the Equipment, acceptance by the station and updating of the rental status.

2.9. "Guest Rental" means a rental performed without mandatory creation of a full account, through a web page, QR code, payment page or other simplified interface.

2.10. "Tariff" means the rental price applied to a specific transaction and displayed to the User before confirming the Rental or during the Rental in accordance with the Pricing Rules.

3. Scope of Application

3.1. This Policy applies to all cases of rental of Get Energy Equipment, regardless of whether the Rental is carried out through a web page, QR code, mobile application, payment link, partner page, station terminal or other available interface.

3.2. This Policy applies to Users who have registered an account and to Users who use the Service in guest mode without mandatory registration.

3.3. If separate rental terms displayed to the User before the start of the Rental differ from the general provisions of this Policy, the special terms of the specific Rental apply to the extent that they do not contradict mandatory legal requirements.

3.4. This Policy does not fully regulate matters relating to personal data processing, refunds, charging of the Equipment replacement cost or detailed pricing. These matters are governed by separate documents of the Company.

4. Service Format and No Mandatory Registration

4.1. Get Energy enables a User to start renting Equipment quickly, without mandatory prior account registration, if the User uses the web version, QR code or payment page.

4.2. To start a Guest Rental, the User may be required to provide minimum data necessary for payment, communication, security, transaction confirmation and performance of the rental agreement. Such data may include a phone number, email address, payment token, payment transaction identifier, technical device data and other data necessary for a specific scenario.

4.3. The Company may invite the User to create an account; however, the basic possibility of renting through the web interface should not be considered dependent on mandatory registration unless expressly stated otherwise on the rental page.

4.4. The Company may require account creation, additional confirmation of a phone number, email address, payment instrument or other identification measures if this is necessary to prevent fraud, resolve a dispute, return Equipment, collect debt, process a refund, comply with payment provider requirements or comply with the law.

4.5. The User understands that guest mode may have limited functionality compared with a registered account, including limited access to rental history, bonuses, personal offers and certain notification settings.

5. Conditions of Access to Rental

5.1. The User must have the necessary legal capacity and competence to enter into a rental agreement and make payment.

5.2. The User must use the Service in good faith, independently monitor the start and completion of the Rental, ensure the return of the Equipment and keep access to the selected payment instrument until all settlements are fully completed.

5.3. The Company may refuse to issue Equipment or suspend access to the Service if payment authorization fails, the station is unavailable, Equipment is unavailable, signs of fraud are detected, previous non-return, Equipment damage, unpaid debt or breach of service rules has occurred.

5.4. The User may not use the Service on behalf of another person without that person's consent, use another person's payment instrument without permission, create false requests, interfere with station operation or bypass technical restrictions of the Service.

5.5. The Company does not guarantee permanent availability of Equipment at a particular station, availability of free return slots at a particular station or uninterrupted operation of all technical interfaces.

6. Start of Rental

6.1. The Rental begins when the Get Energy system records the successful issue of the Equipment to the User from the Rental Station or another technically confirmed moment of transfer of the Equipment to the User.

6.2. Before the start of the Rental, the User must review the key terms: the cost, pricing principle, return rules, possible automatic charges, replacement cost of Equipment in case of non-return or damage, and links to applicable documents.

6.3. The User's confirmation of the Rental through a web page, QR code, payment page, payment button, confirmation button or other interface means acceptance of the applicable terms and permission for the Company to initiate payments connected with that Rental within the payment and pricing rules.

6.4. If, after payment or payment authorization, the Equipment was not issued due to a technical reason, the User must contact support. Such a situation may be considered in accordance with the Refund Policy.

6.5. The User must check that the Equipment has actually been received and is suitable for ordinary use. If the Equipment is visibly damaged, does not turn on, does not charge a device or has other obvious defects, the User must stop using it and contact support as soon as possible.

7. Payment Authorization and Connection of the Rental to the Payment Instrument

7.1. To start a Rental, the User must complete payment, pre-authorization, linking of a payment instrument, confirmation through Apple Pay, Google Pay, a bank card or another payment confirmation method supported by the Service.

7.2. The payment instrument is used to pay for the Rental, extension of the Rental Period, daily charges, charges in case of non-return of the Equipment, compensation of the Equipment cost, taxes, fees of payment systems and other amounts provided for by the applicable documents.

7.3. The Company does not store full bank card details. Payments and payment tokens are processed by payment providers, acquiring banks, payment gateways and other participants of the payment infrastructure.

7.4. If a payment is declined, authorization fails or the payment instrument is unavailable, the Company may refuse to issue Equipment, restrict the Service, repeat a payment attempt, request another payment instrument or take other reasonable measures to protect its rights.

7.5. The detailed procedure for charges, including hourly pricing, daily pricing, automatic payments and charging of the Equipment cost, is governed by the Pricing Rules, Payment and Automatic Charges Policy and Equipment Replacement Charge Policy.

8. Rental Period

8.1. The Rental Period is calculated from the moment the Equipment is confirmed as issued until the moment the Equipment is confirmed as returned to a compatible Get Energy station.

8.2. The User's actual cessation of using the Equipment does not terminate the Rental. The Rental ends only after the Equipment has been confirmed as returned by the Get Energy system.

8.3. If the User leaves the Equipment in a cafe, store, hotel, car, with a partner's employee, with a third party or near a station without confirmed acceptance by the station, the Rental is not considered completed.

8.4. The User must independently ensure that the return has been accepted by the station and is displayed as completed in the available interface, if such an interface is available.

8.5. The time used to calculate the rental cost is determined by Get Energy server systems and the payment infrastructure. The local time of the User's device is not decisive if it differs from server time.

9. Rules for Using the Equipment

9.1. The User must use the Equipment carefully, for its intended purpose, under ordinary household conditions and in accordance with the technical limitations of the device.

9.2. The User is responsible for the safety of the Equipment from the moment it is received until Confirmed Return.

9.3. The User must protect the Equipment from water, fire, overheating, mechanical impact, contamination, disassembly, and damage to cables, connectors and casing.

9.4. The User may not open the Equipment, alter its design, remove identification marks, stickers, QR codes, serial numbers, electronic tags, RFID/NFC elements or other identification means.

9.5. The Equipment is intended for charging compatible mobile devices. The Company is not responsible for the use of the Equipment with incompatible, damaged, uncertified or unsafe User devices.

9.6. The User must immediately stop using the Equipment if it overheats, smokes, emits an unusual smell, sparks, is damaged, becomes wet or shows any other signs of potential danger.

10. Prohibited Actions

10.1. The User is prohibited from appropriating the Equipment, transferring it to third parties outside ordinary shared use, selling, pledging, subleasing, disassembling, repairing, modifying or using the Equipment for commercial purposes without the Company's written consent.

10.2. It is prohibited to block the operation of a station, remove Equipment by force, interfere with the electrical, mechanical or software components of the station, use foreign tools, magnets, bypass devices or other methods of unauthorized access.

10.3. It is prohibited to use the Service for fraud, testing other persons' payment cards, bypassing payments, obtaining Equipment without payment, creating false disputed transactions or abusing refund procedures.

10.4. It is prohibited to place the Equipment in locations where it may be damaged, stolen, destroyed, exposed to water, overheated or become a source of risk to people, property or the environment.

10.5. Breach of these prohibitions may result in charging of the Equipment cost, blocking of access, transfer of information to payment providers, reporting to law enforcement authorities and claims for damages.

11. Return of Equipment

11.1. The User must return the Equipment to a compatible Get Energy station before expiry of the period after which additional charges or the replacement cost of the Equipment may apply.

11.2. The return must be made by placing the Equipment into a free station slot until it is physically fixed and technically recognized by the system.

11.3. The Equipment is considered returned only after the station has accepted the device, the system has identified it and the rental status has been updated as completed or otherwise confirmed by the Company.

11.4. If the station does not accept the Equipment, the slot is occupied, the station is switched off, damaged or unavailable, the User must use another Get Energy station or immediately contact support, recording the time, location, photo/video and description of the situation.

11.5. Returning the Equipment to an employee of a partner venue, security guard, administrator, courier, another User or a third party is not a Confirmed Return unless such return is separately confirmed by the Get Energy system or support service.

12. Return Confirmation and Disputed Situations

12.1. The User must make sure that the Rental has been completed. If the interface is available, it is recommended to check the rental status on the web page, in the application, through the rental link or by another available method.

12.2. If the User believes that the Equipment was returned but the system continues to treat the Rental as active, the User must contact support as soon as possible and provide: date, time, station address, station number, photo/video of return, payment identifier, phone number or email used during the Rental.

12.3. The Company reviews disputed situations based on server logs, station data, payment data, User requests, photos/videos, technical records and other available evidence.

12.4. Until the review is completed, the Company may temporarily continue the rental calculation or suspend certain charges at its discretion if there are sufficient grounds to believe that the dispute is caused by a technical error.

12.5. If the review confirms a technical failure of the station or system, the Company adjusts charges in accordance with the Refund Policy and applicable rules.

13. Non-Return of Equipment

13.1. If the Equipment is not returned within the established period, the Rental is considered to continue until Confirmed Return or until the Equipment is deemed non-returned in accordance with the published pricing and Equipment replacement charge rules.

13.2. If the Equipment is not returned after expiry of the maximum Rental Period, the Company may consider the Equipment lost or non-returned and charge the replacement cost of the Equipment, as well as other applicable amounts if provided by the rules, to the User's payment instrument.

13.3. Charging the Equipment cost is not a penalty if it constitutes compensation for the replacement cost of lost, non-returned or unusable property.

13.4. If, after the Equipment cost has been charged, the User returns the device, the Company may consider a partial or full refund of the charged amount taking into account the actual circumstances, the condition of the Equipment, the return timing, payment system fees and the applicable Refund Policy.

13.5. Non-return of Equipment may result in blocking further access to the Service until the debt is settled.

14. Damage, Loss and Responsibility for Equipment

14.1. The User is responsible for loss, theft, damage, contamination, disassembly, substitution, destruction or other deterioration of the Equipment that occurs during the Rental Period, unless the User proves that such circumstances did not arise through the User's fault and not as a result of breach of the rules of use.

14.2. Damage may include, among other things, a broken casing, damaged cables, connectors, traces of water, fire, overheating, opening, removal of identifiers, mechanical deformation, chemical exposure or other interference.

14.3. If the Equipment is returned but cannot be reused due to damage, the Company may recover the cost of repair, restoration or replacement in accordance with the Equipment Replacement Charge Policy.

14.4. If the Equipment was stolen from the User, lost, forgotten, left unattended or transferred to a third party, the User bears the risk of non-return and the corresponding payment consequences.

14.5. The User must promptly inform the Company of loss, theft, damage or inability to return the Equipment.

15. Battery Condition and Technical Specifications

15.1. The Company strives to provide Equipment suitable for charging compatible devices; however, the actual charge level, charging speed and compatibility may depend on the phone model, cable condition, connector, temperature, User device settings and other factors.

15.2. The Service does not guarantee a full charge of the User's mobile device, a specific charging speed, compatibility with all device models or absence of limitations imposed by the User's device.

15.3. If the Equipment does not charge the device or has an obvious defect, the User must stop using it, return the Equipment to a station if possible and contact support.

15.4. A low charge level of the Equipment by itself is not a basis for automatic cancellation of the Rental if the User continued to use the Equipment and did not report the issue in a timely manner.

15.5. A refund or adjustment of charges for technical reasons is carried out in accordance with the Refund Policy.

16. Rental Stations and Service Availability

16.1. Rental Stations may be located in cafes, restaurants, shopping centers, hotels, business centers, public spaces and other places owned or operated by third parties.

16.2. The partner venue on whose premises the station is located does not become a party to the rental agreement between the User and the Company unless expressly stated otherwise.

16.3. Access to a particular station may depend on the venue's operating hours, venue rules, technical condition of the station, availability of electricity, internet access, free slots and Equipment.

16.4. The Company may move stations, temporarily disable them, withdraw them from operation, change the number of slots and Equipment, and perform maintenance without prior notice to the User.

16.5. The User must comply with the rules of the venue where the station is located and must not create obstacles for its employees, visitors or other Users.

17. Technical Failures, Internet and User Actions

17.1. To use the web version, QR code or application, the User may need internet access, a compatible device, a browser, a camera, a payment instrument and the ability to receive payment confirmations.

17.2. The Company is not responsible for the inability to start or complete a Rental caused by the User's lack of internet access, discharged phone, browser blocking, device settings, camera restriction, unavailability of the User's bank or refusal of the payment instrument.

17.3. If a technical failure occurred on the side of the station or the Get Energy Service and affected the rental cost, the User may contact support for verification and possible adjustment of charges.

17.4. The User must act reasonably and take steps to minimize possible expenses: use another station, record the issue, immediately contact support and not leave the Equipment without Confirmed Return.

17.5. The Company may use technical logs and station data to determine the actual circumstances of a failure.

18. User Support

18.1. For questions regarding rental, return, payments, technical failures, Equipment damage and disputed situations, the User may contact info@getenergy.energy or another support channel indicated on the website or in the service interface.

18.2. To process a request, the User must provide information allowing the Rental to be identified: date and time, station address, station or QR code number, payment identifier, last four digits of the card if applicable and safe, phone number, email, photos/videos and a description of the issue.

18.3. The Company may request additional information if the information provided is insufficient to verify the request.

18.4. The User must provide accurate information. False information, forged images, artificial disputes or abuse of refunds may lead to refusal of the request and restriction of access to the Service.

18.5. The complaint handling procedure is additionally governed by the Complaint Handling Policy if such policy is published by the Company.

19. Promotions, Promo Codes and Special Terms

19.1. The Company may provide promo codes, free periods, discounts, bonuses, partner offers and other special rental terms.

19.2. Special terms apply only within the period, territory, interface, user, station or promotion for which they are provided.

19.3. A promo code or free period may not cover additional payments, daily charges, the cost of non-returned Equipment, payment fees, taxes or other amounts unless expressly stated otherwise.

19.4. The Company may cancel a promotion, refuse to apply a promo code or restrict participation if abuse, a technical error, mass creation of rentals or breach of service rules is detected.

19.5. Special terms do not change the User's obligation to return the Equipment and handle it carefully.

20. Safety

20.1. The User must use the Equipment only to charge devices that are functional, compatible and safe.

20.2. It is prohibited to use the Equipment in conditions of high humidity, direct contact with water, open fire, strong heat, mechanical pressure or other dangerous conditions.

20.3. If overheating, smoke, a burning smell, casing damage, sparking, swelling or other signs of danger are detected, the User must immediately stop using the Equipment, place it in a safe location and contact support.

20.4. The User must not allow children to use the Equipment without adult supervision.

20.5. The Company may block the Equipment, Rental or access to the Service if there are grounds to believe that further use may be unsafe.

21. Limitation of the Company's Liability

21.1. The Company provides the Service within the actual availability of stations, Equipment, payment services, internet connection and technical infrastructure.

21.2. The Company is not liable for indirect losses, lost profits, data loss, inability to make a call, travel delay, meeting cancellation or other consequences caused by the discharge of the User's device, incompatibility of Equipment or unavailability of a station, unless otherwise provided by mandatory law.

21.3. The Company is not responsible for the actions of partner venues, third parties, banks, payment systems, telecommunications operators, manufacturers of User devices or internet connection providers.

21.4. Nothing in this Policy limits the Company's liability to the extent that such limitation is prohibited by applicable consumer protection law or other mandatory rules.

21.5. The Company does not waive obligations that cannot be excluded by law.

22. User Responsibility

22.1. The User is responsible for compliance with the rental rules, accuracy of the data provided, lawful use of the payment instrument, safekeeping of the Equipment and timely return.

22.2. The User must compensate the Company for the cost of Equipment, repair, restoration, debt collection, bank fees, returned payments, payment system penalties and other expenses resulting from the User's breach of this Policy, to the extent permitted by law.

22.3. If the User's actions show signs of fraud, theft, intentional damage to property or unlawful use of payment data, the Company may transfer information to competent authorities and payment organizations.

22.4. The User is responsible for the actions of persons to whom the User transfers the Equipment or access to the Rental.

22.5. The User must not use the Service in a way that may damage the Company's reputation, violate third-party rights or create a security threat.

23. Personal Data and Privacy

23.1. The processing of personal data, technical data, payment identifiers, geolocation data, device data and support requests is carried out in accordance with the Get Energy Privacy Policy.

23.2. For Guest Rental, the Company may process less data than when a registered account is used; however, minimum data necessary for payment, security, support and performance of the rental agreement may still be processed.

23.3. The User understands that station data, time of issue and return, payment identifiers, technical logs and information about disputed situations may be used to confirm facts of rental, return, non-return or Equipment damage.

23.4. Cookie matters are governed by the Cookie Policy if the User uses the website or web pages of the Service.

23.5. Account deletion does not cancel the User's obligation to pay for completed or active rentals and settle disputed payments.

24. Changes to the Rental Policy

24.1. The Company may periodically amend this Rental Policy to reflect changes in the Service, payment processes, technical infrastructure, legislation, requirements of banks, payment systems or the business model.

24.2. A new version of the Policy is published on the official Get Energy website and takes effect from the date of publication unless another date is specified in the document.

24.3. The terms of a specific Rental are determined by the version of the documents and terms in force at the moment such Rental begins, unless otherwise required by law.

24.4. Continued use of the Service after publication of a new version means acceptance of the updated terms for future rentals.

24.5. The Company recommends that the User periodically check the current documents on the website.

25. Applicable Law and Dispute Resolution

25.1. This Policy is governed by the laws of the Turkish Republic of Northern Cyprus unless otherwise provided by mandatory rules of applicable law.

25.2. The parties seek to resolve disputes by contacting support, exchanging information and considering the actual circumstances in good faith.

25.3. If a dispute cannot be resolved through negotiation, it shall be resolved by competent authorities and courts in accordance with applicable law.

25.4. The User retains the rights granted by mandatory consumer protection law, if such rules apply.

25.5. The invalidity of an individual provision of this Policy does not affect the validity of the remaining provisions.

26. Contact Information

26.1. For questions related to rental of Get Energy Equipment, the User may contact the Company using the following details:

Company: ŞARJAL TİCARET ŞİRKETİ LİMİTED.

Registration No: MŞ28752; e-Company No: 102944933544.

Address: Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, TRNC.

Website: <https://getenergy.energy>.

E-mail: info@getenergy.energy.

26.2. When contacting the Company, the User must provide information sufficient to identify the Rental and verify the circumstances of the request.

Appendix No. 1. Rental Lifecycle

The basic sequence of actions when renting Get Energy Equipment is set out below. The specific interface may differ depending on the station, web page, payment provider, User device and territory where the Service is provided.

Stage	User Action	Legal Significance
1. Access	The User scans a QR code or opens the Service web page.	The User gains access to the rental terms and payment interface.
2. Review	The User sees the key terms, tariffs and links to documents.	Before confirming the Rental, the User is given an opportunity to review the rules.
3. Payment	The User confirms payment or payment authorization.	The User authorizes charges connected with the specific Rental.
4. Issue	The station issues the Equipment.	The Rental Period begins from the moment of confirmed issue.
5. Use	The User charges a compatible device.	The User is responsible for safekeeping the Equipment.
6. Return	The User places the Equipment into a compatible station.	The Rental ends only after confirmed acceptance by the system.
7. Settlement	The system determines the final cost.	Tariffs, payment rules and refund terms apply.
8. Dispute	The User contacts support in case of an error.	The Company checks logs, payments, station data and the evidence provided.

Appendix No. 2. User Checklist

Before starting and completing a Rental, the User is recommended to follow this checklist:

- make sure that the rental page displays the applicable tariffs and terms;
- use only the User's own payment instrument or a payment instrument that the User is authorized to use;
- after issue, check that the Equipment has actually been received and has no obvious damage;
- do not leave the Equipment unattended and do not transfer it to third parties unless necessary;
- when returning, insert the Equipment into a free slot until the station fixes it;
- check that the Rental is completed in the interface, if such verification is available;
- in case of a technical error, immediately contact support and attach photos/videos, station address and the time of the event.

Appendix No. 3. Examples of Situations That Are Not Considered Confirmed Return

- The User left the Equipment on a table next to the station.
- The User handed the Equipment to an employee of a cafe or hotel without confirmation by the Get Energy system.
- The User put the Equipment in a friend's bag expecting the friend to return it later.

- The User sent a message about the intention to return the Equipment but did not actually place it into the station.
- The User left the Equipment in premises that later closed, without receiving return confirmation.
- The User placed the Equipment into a damaged or incompatible slot without technical recognition by the system.

Appendix No. 4. Related Documents

Document	Matters Regulated
Terms of Service	General terms of use of the Service, rights and obligations of the parties, limitations of liability.
Pricing Rules	Hourly, daily and other pricing, maximum Rental Period and cost calculation.
Payment and Automatic Charges Policy	Payment authorizations, repeated charges, Apple Pay, Google Pay, cards and payment providers.
Refund Policy	Refund cases, review periods, disputed payments and technical errors.
Equipment Replacement Charge Policy	Non-return, loss, damage, replacement cost and the procedure for possible adjustment.
Privacy Policy	Personal data, payment identifiers, geolocation, logs and support requests.
Cookie Policy	Use of cookies and similar technologies on the Service web pages.

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