

# TARIFF RULES

## Get Energy

Effective Date: 7 July 2026

These Tariff Rules determine the procedure for calculating the rental price for portable charging devices, the accrual of hourly and daily charges, the automatic charging of rental fees, the application of the equipment replacement cost, and other conditions related to payment for the Get Energy service.

These Rules form an integral part of the Get Energy Terms of Service, Rental Policy, Refund Policy and other documents published by the Company on the official website and/or displayed to the User in the service interface before the start of rental.

| Company                        | Registration details                                      | Address   | Contact  |
|--------------------------------|---|---|--|
| ŞARJAL TİCARET ŞİRKETİ LİMİTED | Registration No: MŞ28752<br>e-Company No:<br>102944933544 | Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy<br>Girne, TRNC | info@getenergy.energy<br><a href="https://getenergy.energy">https://getenergy.energy</a> |

## 1. General Provisions

1.1. The Get Energy service gives Users the opportunity to temporarily use portable charging devices through automated rental stations, QR codes, web pages, payment pages, the mobile application and other supported interfaces.

1.2. Basic rental may be available without mandatory account registration. A User may start a rental in guest mode through a QR code or web page if this option is available at the relevant station and in the payment interface.

1.3. The presence or absence of an account does not change the User's obligation to pay for a rental actually started, return the Equipment within the required time, comply with operating rules and compensate the cost of Equipment in the cases provided by these Rules and the Rental Policy.

1.4. Before the rental starts, the User is shown the applicable tariff conditions, including the calculation principle, currency, information about possible automatic charges, Equipment return conditions and the Equipment replacement cost or the procedure for determining it.

1.5. Starting a rental, clicking the payment confirmation button, confirming the terms on the payment page, using Apple Pay, Google Pay, a bank card or another payment method constitutes the User's consent to these Rules.

## 2. Terms and Definitions

| Term    | Meaning  |
|---------|--|
| User    | an individual who uses the Get Energy service, including a person who starts a rental in guest mode without registering an account.                    |
| Company | ŞARJAL TİCARET ŞİRKETİ LİMİTED, the operator of the Get Energy service.  |
| Service | the website, web pages, payment pages, mobile application, software, automated rental stations, Equipment, payment infrastructure and customer support |

| Term                       | Meaning   |
|----------------------------|---|
|                            | of Get Energy.  |
| Equipment                  | a portable power bank, charging cable or other device issued to the User for temporary use through a Get Energy station.  |
| Station                    | an automated device for issuing and receiving Get Energy Equipment.   |
| Rental                     | temporary use of Equipment by the User from the moment the Equipment is issued until it is properly returned and the return is confirmed by the Get Energy system.            |
| Start of Rental            | the moment the Station physically issues the Equipment or another moment determined by the system as the actual start of Equipment use after successful payment confirmation. |
| End of Rental              | the moment the Equipment is properly returned to a compatible Get Energy station and such return is confirmed by the system.  |
| Hourly Period              | the initial rental period during which the cost is calculated at an hourly rate, unless another procedure is displayed to the User before the rental starts.                  |
| Daily Period               | the rental period after the Hourly Period, for which a daily rate is charged under these Rules.   |
| Equipment Replacement Cost | the amount charged in case of non-return, loss, substantial damage or impossibility of further use of the Equipment through the fault of the User.                            |
| Payment Method             | a bank card, Apple Pay, Google Pay or another payment instrument accepted by the Get Energy service.  |
| Guest Rental               | a rental started by the User without creating a permanent account, through a web page, QR code or payment page.   |

### 3. Principle of Displaying Tariffs Before Rental Starts

3.1. Current tariffs, available payment methods, applicable currency, information about possible pre-authorization, automatic charging conditions and the amount of the Equipment replacement cost are displayed to the User before the rental starts in the service interface or on the payment page.

3.2. Tariffs may differ depending on the country, city, station, partner venue, promotion, promo code, currency, rental time, applicable payment provider and other commercially justified factors.

3.3. If the User uses Guest Rental through a QR code, tariff information may be displayed on the web page opened after scanning the QR code. The User must review this information before confirming payment.

3.4. If there is a difference between these Rules and the specific tariff information displayed to the User immediately before the rental starts with respect to the amount of rates, the tariff information displayed in the interface before the specific rental starts prevails, provided that such information was presented clearly and accessibly.

3.5. These Rules establish the general procedure for calculating and charging payments. Specific monetary amounts apply in the amount published by the Company and/or displayed to the User before the rental starts.

#### 4. Basic Tariff Model

4.1. Unless another procedure is displayed to the User before the rental starts, the basic Get Energy tariff model provides for hourly payment during the first three hours of rental, subsequent daily charging and application of the Equipment replacement cost if the Equipment is not returned after the established maximum rental period expires.

4.2. The first three hours of rental are charged at the hourly rate. If the User returns the Equipment before the end of the third hour, the rental price is calculated based on the hourly tariff according to the rounding rules displayed to the User in the interface.

4.3. After the end of the third rental hour, the system automatically charges the first daily fee. No additional separate confirmation by the User is required for this charge, because the User accepts the automatic charging rules in advance when starting the rental.

4.4. After the first daily fee is charged, subsequent daily payments are charged for each following full or commenced daily rental period until the Equipment is returned, but not beyond the established maximum rental-fee accrual period.

4.5. If the Equipment is not returned by the end of the seventh rental day, at the beginning of the eighth rental day the Equipment may be considered non-returned, lost or subject to replacement, and the Equipment replacement cost is automatically charged to the User.

| Stage | Period                                 | Charging rule              | Explanation  |
|-------|--|----------------------------|--|
| 1     | From the start of rental up to 3 hours | Hourly payment             | A rate per hour or commenced hour applies according to the information displayed before the rental starts. |
| 2     | After the end of the 3rd hour          | First daily fee            | Charged automatically if the Equipment is not returned before the end of the third hour.                   |
| 3     | From the 2nd to the 7th rental day     | Subsequent daily payments  | Charged for each full or commenced daily period while the Equipment is not returned.                       |
| 4     | Beginning of the 8th rental day        | Equipment replacement cost | If the Equipment is not returned, it may be treated as non-returned and the replacement cost is charged.   |

#### 5. Start of Rental and Start of Billable Time

5.1. The billable rental time starts from the moment the Station issues the Equipment to the User, or from another moment recorded by the system as the actual start of rental after successful payment confirmation.

5.2. If payment authorization was completed but the Equipment was not issued due to a technical error of the Station, such operation is not considered a started rental. In this case, the User may contact

support for cancellation of the operation, release of the pre-authorization or refund of the amount actually charged in accordance with the Refund Policy.

5.3. If the Equipment was issued but the User did not take it from the Station, did not use it or lost it after issue, the rental is considered started if the system recorded the issue of the Equipment.

5.4. The User must make sure that the Equipment has actually been issued and must follow the instructions of the Station, web page, payment interface and service messages.

## **6. End of Rental and Termination of Charges**

6.1. Rental terminates only after the Equipment is properly returned to a compatible Get Energy station and the return is confirmed by the system. Physical transfer of the Equipment to a third party, leaving it on a counter, in a partner's premises, with a partner's employee or in any other place is not a return unless the system has confirmed the return.

6.2. The User must insert the Equipment into an available Station slot until it is fixed, wait for a light, sound, screen, web or other system confirmation of return and, where possible, check the rental status on the web page or in the application.

6.3. If the User believes that the Equipment has been returned but the system continues to show an active rental, the User must immediately contact support and provide available information: Station location, time of return, last digits of the Payment Method if necessary, phone number or e-mail used for payment, a photo of the Station and a description of the situation.

6.4. Charges may continue until the return is confirmed by the system. If a subsequent check confirms that the delay in closing the rental was caused by a technical error of the service, the Company recalculates the charges in accordance with the Refund Policy.

## **7. Hourly Charging Rules**

7.1. The hourly fee applies to the initial rental period if the relevant tariff was displayed to the User before the rental starts.

7.2. If the tariff provides for payment per commenced hour, an incomplete hour may be rounded up to a full hour. If the tariff provides for per-minute or another rounding model, the procedure displayed to the User before the rental starts applies.

7.3. The Company may establish a minimum rental price, minimum billing period or minimum charge amount if such information is displayed to the User before the rental starts.

7.4. Return of the Equipment within the first three hours does not exempt the User from paying for the actually commenced billing period, unless another procedure is expressly provided by the tariff or promotion.

7.5. The hourly fee is not a deposit and is not refunded if the rental was started, the Equipment was issued and the service was properly provided.

## **8. Daily Charging Rules**

8.1. If the Equipment is not returned before the end of the third rental hour, the system automatically charges the first daily fee in the amount displayed to the User before the rental starts.

8.2. The first daily fee is charged regardless of whether the User actively used the Equipment after the end of the third hour, because the Equipment continues to be in the User's temporary possession and is unavailable to other users.

8.3. Each subsequent daily payment is charged for the next full or commenced daily rental period if the Equipment has not been returned by that time and the system has not recorded the end of rental.

8.4. Daily payments may be charged automatically from the User's Payment Method without entering card data again or providing separate confirmation, because consent to such charges is provided by the User when starting the rental.

8.5. If the Payment Method is temporarily unavailable, the bank declines the operation, the card limit is exhausted or the payment provider requires additional confirmation, the Company may retry the charge, send a notification, restrict subsequent use of the service or require repayment of the debt.

## **9. Maximum Rental Period and Equipment Replacement Cost**

9.1. The maximum period for charging rental fees under the standard model is seven rental days, unless another period is displayed to the User before the rental starts or separately agreed by the Company.

9.2. If the Equipment is not returned by the end of the seventh rental day, at the beginning of the eighth rental day it may be considered non-returned, lost or subject to replacement, and the Equipment replacement cost is automatically charged to the User.

9.3. The Equipment replacement cost is not a penalty. It is compensation for the cost of the Equipment, its components, logistics, software linking, technical maintenance, loss of the possibility of using the Equipment in circulation and other direct costs related to non-return or impossibility of further use of the Equipment.

9.4. The amount of the Equipment replacement cost is displayed to the User before the rental starts or published in the applicable tariff. The Company may change the replacement cost for future rentals if the purchase cost of Equipment, logistics costs, exchange rate, taxes, payment system fees or other economically justified factors change.

9.5. If the User returns the Equipment after the replacement cost has been charged, the Company may review the User's request individually. The possibility of full or partial refund depends on the condition of the Equipment, delay period, existence of debt, the Company's expenses and the circumstances of the specific case.

9.6. If the Equipment is returned damaged, blocked, opened, contaminated, with removed identifiers, signs of interference or in a condition that excludes further use, the Company may retain the Equipment replacement cost in full or in part.

## **10. Pre-Authorization, Reservation and Deposit**

10.1. Depending on the Payment Method, bank requirements, payment provider requirements, transaction risk level and service settings, the Company may use pre-authorization, reservation of an amount on the card or another payment mechanism securing payment for the rental.

10.2. Pre-authorization is not always an actual charge. The User's bank may temporarily block an amount on the account, and the timing of releasing the block depends on the bank, payment system and card issuer rules.

10.3. If the interface displays a deposit or security payment, it may be used to cover the rental fee, Equipment replacement cost, debt, damage or other amounts related to the specific rental.

10.4. If the actual rental cost is lower than the pre-authorized amount, the unused part must be released or refunded in accordance with the rules of the bank and payment provider. The Company does not control the internal timing for reflecting such operations in the User's banking application.

10.5. If pre-authorization is declined, the Company may refuse to issue the Equipment.

## **11. Automatic Charges**

11.1. By confirming the start of rental, the User gives the Company and its payment providers consent to automatically charge amounts related to the specific rental, including hourly payments, daily payments, Equipment replacement cost, debt, taxes, fees and other amounts provided by the displayed terms.

11.2. Automatic charges may be carried out without re-entering card details, without additional 3D Secure confirmation and without pressing the payment button again, if this is allowed by the Payment Method, bank, payment system and applicable rules.

11.3. If the payment system requires additional confirmation, the User must provide such confirmation. Failure to provide confirmation does not release the User from the obligation to pay for the rental and return the Equipment.

11.4. The Company may retry charges in case of temporary error, insufficient funds, technical failure, bank decline or another operation refusal if the debt arose in connection with an actually started rental.

11.5. Withdrawal of consent to automatic charges after the rental has started does not terminate the User's obligations to pay for the already started rental, return the Equipment and compensate the cost of Equipment in case of non-return or damage.

## **12. Currency, Taxes and Fees**

12.1. Payments are made in the currency displayed to the User on the payment page or in the service interface before the rental starts.

12.2. If the User uses a card or payment instrument in another currency, the issuing bank, payment system or electronic wallet provider may apply its own exchange rate and additional fees. The Company is not responsible for such exchange rates and fees.

12.3. Unless otherwise indicated in the interface, consumer prices are displayed inclusive of applicable taxes and mandatory charges. In some cases, taxes, fees or charges may be displayed as a separate line before payment confirmation.

12.4. Fees of the User's bank, currency conversion fees, international transaction fees, fees for a declined operation or other banking charges are not income of the Company and are not reimbursed by the Company unless expressly required by applicable law.

## **13. Promotions, Promo Codes and Special Tariffs**

13.1. The Company may offer promo codes, free periods, discounts, bonuses, partner tariffs, event tariffs, corporate tariffs and other special conditions.

13.2. Promotional conditions apply only if the conditions of the promotion are met, including validity period, territory, number of uses, minimum price, type of Payment Method, specific station or partner venue.

13.3. A promo code or discount may not apply to the Equipment replacement cost, deposit, debt, Equipment damage, bank fees or other amounts unless otherwise expressly stated in the promotion terms.

13.4. If the User applies a promo code in violation of the promotion terms, uses a technical error, creates multiple identifiers to bypass restrictions or commits abuse, the Company may cancel the discount, charge the standard rental price and restrict access to the service.

13.5. The Company may terminate, change or restrict a promotion for future rentals without changing the terms of a rental already started, unless otherwise required by law.

#### **14. Multiple Simultaneous Rentals**

14.1. If the service allows the User to take several units of Equipment, each Equipment unit may be charged separately, and the User bears independent responsibility for returning each Equipment unit.

14.2. Rental price, daily payments and Equipment replacement cost are calculated separately for each Equipment unit unless otherwise displayed in the interface.

14.3. Return of one Equipment unit does not terminate charging for another Equipment unit if that other unit has not been returned and confirmed by the system as returned.

#### **15. Station Errors, Technical Failures and Charge Adjustment**

15.1. If the User could not start rental for a technical reason, the Equipment was not issued, payment was charged in error or the Station incorrectly recorded the operation, the User may contact support for review and adjustment.

15.2. The Company checks system logs, payment records, Station status, Equipment identifier, operation time, information from the payment provider and materials provided by the User.

15.3. If the error is confirmed, the Company performs cancellation of the operation, refund, recalculation, closing of the rental or another adjustment in accordance with the Refund Policy and the technical capabilities of the payment provider.

15.4. If the error was caused by the User's actions, including incorrect return, an attempt to insert Equipment into an incompatible station, Equipment damage, loss of connection, refusal to provide information or violation of instructions, the charges may be recognized as correct.

15.5. If one Station is unavailable, the User must, to the extent reasonably possible, use another available Get Energy station or immediately contact support. If the Company confirms technical unavailability, charges for the period of such unavailability may be adjusted.

#### **16. Charge Notifications and Receipts**

16.1. The Company may send the User notifications about the start of rental, current rental status, upcoming daily charge, non-return of Equipment, payment error, charge of Equipment replacement cost and other events related to rental.

16.2. Notifications may be sent through the web page, mobile application, e-mail, SMS, push notification, messenger, payment interface or another method available to the Company and indicated by the User.

16.3. Absence or delay of a notification, disabled push notifications, incorrect e-mail or phone number, blocking of messages by the telecom operator or a technical error on the User's side does not release the User from the obligation to pay for rental and return the Equipment.

16.4. A receipt, invoice or payment confirmation may be provided by the payment provider, bank, Company or displayed in the service interface. For Guest Rental, receipt delivery may depend on the User providing an e-mail address or phone number.

## **17. Refunds, Cancellations and Recalculations**

17.1. Refunds are made in the cases and according to the procedure provided by the Get Energy Refund Policy.

17.2. If the rental was started, the Equipment was issued and the service was properly provided, amounts paid for the actual rental period are generally not refundable.

17.3. If the User cancelled the action before the Equipment was issued, the operation may be cancelled or not completed depending on the payment status.

17.4. If the User returned the Equipment but the system did not close the rental due to a confirmed technical error, the Company recalculates charges based on factual data.

17.5. Refunds are normally made to the same Payment Method from which payment was made, unless another procedure is required by the payment provider or law.

## **18. Debt and Payment Refusal**

18.1. If payment failed, was declined, cancelled, disputed or refunded while the rental was actually started, the User remains obligated to pay the relevant amount.

18.2. The Company may retry charges, send notifications, temporarily restrict access to the service, refuse new rentals, require return of the Equipment and use legal debt recovery methods.

18.3. If the User initiates a chargeback or dispute without sufficient grounds, the Company may provide the bank or payment system with evidence of the rental, issue of Equipment, tariff conditions, User consent and Equipment return status.

18.4. Disputing a payment does not terminate the obligation to return the Equipment and does not release the User from responsibility for non-return or damage to the Equipment.

## **19. Priority of Documents and Displayed Conditions**

19.1. These Rules apply together with the Terms of Service, Rental Policy, Refund Policy, Equipment Replacement Cost Compensation Policy, Payment and Automatic Charges Rules, Privacy Policy and Cookie Policy.

19.2. If a specific tariff, amount, currency, promotional condition, deposit or special rule was clearly displayed to the User before the start of a specific rental, that condition applies to the relevant rental.

19.3. In case of conflict between these Rules and mandatory requirements of applicable law, such mandatory requirements apply.

19.4. In case of conflict between these Rules and the Terms of Service regarding general access to the service, the Terms of Service apply; regarding calculation of the rental price, these Rules apply unless another procedure is expressly stated in a more specific document.

## **20. Changes to Tariffs**

20.1. The Company may change tariffs, Equipment replacement cost, procedure for applying promo codes, deposit conditions, payment methods and other commercial terms for future rentals.

20.2. Changes to tariffs do not apply retroactively to a rental already started by the User, unless this is related to correction of an obvious technical error, User abuse, cancellation of a fraudulent operation or a mandatory legal requirement.

20.3. The current version of these Rules is published on the Get Energy website and/or displayed in the service interface. Continued use of the service after changes take effect means acceptance of the updated terms for future rentals.

20.4. The User must check the tariff conditions before each rental, because tariffs may differ depending on the station, location, promotion, Payment Method or other conditions.

## 21. Applicable Law and Dispute Resolution

21.1. These Rules are governed by the law of the Turkish Republic of Northern Cyprus, unless otherwise expressly provided by mandatory rules of applicable consumer protection legislation.

21.2. The User and the Company seek to resolve disputed issues through support requests and exchange of documents, payment confirmations, operation logs and other necessary information.

21.3. If a dispute cannot be resolved through negotiations, it is considered by the competent authorities or courts in accordance with applicable law and the Terms of Service.

## 22. Contact Information

For questions related to tariffs, charges, payments, refunds, disputed charges or rental status, the User may contact Get Energy support:

E-mail: [info@getenergy.energy](mailto:info@getenergy.energy)

Website: <https://getenergy.energy>

Company: ŞARJAL TİCARET ŞİRKETİ LİMİTED

Registration No: MŞ28752 / e-Company No: 102944933544

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

## Appendix 1. Summary Table of Tariff Logic

| Event   | System action  | What the User should understand   |
|---|--|---|
| The User scans a QR code                                  | A web page or payment page with rental conditions opens. | Registration may not be required, but acceptance of the terms is mandatory. |
| The User confirms payment                                 | The Payment Method is authorized or checked.             | Without successful authorization, Equipment may not be issued.              |
| The Station issued the Equipment                          | The billable rental time starts.                         | From this moment the User is responsible for the Equipment and payment.     |
| Equipment is returned before 3 hours                      | Hourly calculation applies.                              | The actually commenced billing period is paid according to the tariff.      |
| Equipment is not returned after 3 hours                   | The first daily fee is charged.                          | Additional confirmation is not required.                                    |
| Equipment is not returned in the following days           | Subsequent daily payments are charged.                   | The fee continues until return or until the maximum period.                 |
| Equipment is not returned by the beginning of the 8th day | The Equipment replacement cost is charged.               | This is compensation for the cost of Equipment, not a penalty.              |
| The Station or system made an error                       | The Company checks logs and payment data.                | If the error is confirmed, recalculation or refund may be possible.         |

## Appendix 2. Example Calculation Under the Standard Model

This example is provided to explain the calculation mechanism. Specific amounts, currency and rates apply in the amount displayed to the User on the payment page or in the service interface before the rental starts.

| Scenario                        | Calculation mechanism   |
|---------------------------------|---|
| Return within the first hour    | The minimum or hourly payment applies according to the displayed tariff.  |
| Return after 2 hours 20 minutes | The hourly model applies according to the rounding rules displayed before the rental starts.  |
| Return after 4 hours            | The first three hours are charged at the hourly rate and the first daily fee is charged if this model was displayed to the User.                      |
| Return on the 2nd day           | The hourly period, the first daily fee and a subsequent daily payment are charged if the next daily period has started.                               |
| Non-return after 7 days         | Rental payments are charged according to the tariff rules, after which the Equipment replacement cost may be charged at the beginning of the 8th day. |

### Appendix 3. Information Recommended for the User to Keep

For prompt review of questions about charges, the User is recommended to keep the following information:

- date and approximate time of rental start;
- Station location or name of the partner venue;
- screenshot of the payment page, if available;
- payment confirmation or bank notification;
- date and approximate time of Equipment return;
- photo of the Station in case of a technical failure or inability to return;
- e-mail, phone number or other identifier used during rental;
- last four digits of the card only to the extent necessary to locate the operation, without providing the full card number, CVV/CVC or one-time codes.

### Final Provisions

These Rules enter into force on the date specified at the beginning of the document and apply to all Get Energy rentals started after that date, unless otherwise expressly stated in the service interface or mandatory requirements of applicable law.

The User confirms that before starting a rental he or she must review the applicable tariffs, automatic charging procedure, Equipment return period and consequences of non-return. Starting a rental means acceptance of these Rules.

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