

USER AGREEMENT

GET ENERGY

Effective date: 07 July 2026

This User Agreement governs the terms of access to the Get Energy service and the use of the portable charging device rental service provided by ŞARJAL TİCARET ŞİRKETİ LİMİTED.

By using the website, mobile application, QR codes, rental stations, payment functions or any other elements of the Get Energy service, the user confirms that he or she has read this Agreement, understands its terms and accepts them in full.

If the user does not agree with this Agreement, the user must not use the service, must not start a rental through a web page, application or QR code, and must not carry out payment transactions through the Get Energy service.

Brief summary of key terms

This section is provided for the user's convenience. In the event of any inconsistency between this summary and the main text of the Agreement, the main text of the Agreement shall prevail.

Term	Summary
Service	Rental of portable charging devices through a web page, mobile application, QR code and automated Get Energy stations.
Registration	Basic web rental may be available without mandatory account registration. To rent in guest mode, it may be sufficient to confirm the required data, payment method and terms of the particular transaction, if the interface supports guest mode.
Company	ŞARJAL TİCARET ŞİRKETİ LİMİTED, registration number MŞ28752, e-Company No 102944933544.
Start of rental	The rental starts after successful user authorization, payment confirmation and release of the equipment by the station.
End of rental	The rental ends after the equipment is physically returned to a compatible Get Energy station and the return is confirmed by the system.
Payment	The user authorizes charges related to the rental, including hourly fees, daily fees, outstanding amounts and the equipment replacement cost in the event of non-return.
Equipment	The equipment remains the property of the Company or its partners and is provided to the user only for temporary use.
Non-return	If the equipment is not returned within the required period, the replacement cost of the equipment may be charged in accordance with a separate policy.
Documents	This Agreement applies together with the Privacy Policy, Rental Policy, Pricing Rules, Refund Policy and other published Get Energy rules.

1. Parties to the Agreement

This User Agreement is entered into between ŞARJAL TİCARET ŞİRKETİ LİMİTED, acting under the commercial name Get Energy, and the natural person who accesses the service, uses the website, rental web page, mobile application, QR codes, rental stations or otherwise uses the services of Get Energy.

The Company is registered in the Turkish Republic of Northern Cyprus. Company registration number: MŞ28752. e-Company No: 102944933544. Registered address: Beşparmaklar Cad. Nazım Bodi Plaza No:4 Çatalköy Girne, TRNC.

In this Agreement, the Company and the user may be referred to jointly as the parties and individually as a party.

2. Terms and definitions

- “Company”, “Get Energy”, “we”, “us” means ŞARJAL TİCARET ŞİRKETİ LİMİTED, which provides the Get Energy service.
- “User”, “you” means a natural person who uses the website, mobile application, rental station, QR code, payment function or other elements of the service.
- “Service” means the totality of the getenergy.energy website, mobile application, server infrastructure, API, rental stations, QR codes, payment functions, customer support and other technical tools of Get Energy.
- “Web interface” means the website, web page, payment page or rental page of Get Energy available through a browser, QR code or link, allowing the user to use the service without mandatory installation of the application or creation of an account where this function is available. If a particular function requires the application at a given moment, the user receives the relevant notice.
- “Mobile application” means the Get Energy software for mobile devices through which the user may find a station, start a rental, pay for services, receive notifications, contact support and, where required or chosen by the user, create an account.
- “Station” means an automated device or other Get Energy equipment intended for issuing, receiving and technically recording portable charging devices.
- “Equipment” means a portable charging device, cables, built-in elements, identifiers and other accessories provided to the user for temporary use.
- “Rental” means temporary paid use of the equipment under this Agreement, the Rental Policy, the Pricing Rules and other applicable documents.
- “Tariffs” means prices, billing periods, daily rental cost, equipment replacement cost, limits, fees and other payment terms displayed in the application, on the website or at the time of starting the rental.
- “Payment method” means a bank card, Apple Pay, Google Pay, payment token, electronic wallet or other payment method available in the service.
- “Account” means an optional user account in the Get Energy service, which may contain identification data, rental history, payment settings and other information. The absence of an account does not in itself prevent the use of basic web rental, if it is available in guest mode.

Terms not defined in this Agreement have the meaning given in the User Agreement, Rental Policy, Payment Policy, Refund Policy and other Get Energy service documents.

3. Acceptance of the terms

The user accepts this Agreement by clicking the confirmation button, scanning a QR code to start a rental, opening the rental web page, confirming payment, actually receiving or using the equipment, creating an account or otherwise using the Get Energy service.

Acceptance of the Agreement means the user's agreement to comply with all of its provisions and all related documents posted on the Get Energy website or in the application, including the Privacy Policy, Rental Policy, Pricing Rules, Payment and Automatic Charges Policy, Refund Policy, Equipment Replacement Cost Compensation Policy, Cookie Policy and other published rules.

If separate terms are displayed to the user in the application before the start of the rental, such terms form part of the contract between the user and the Company.

They include the tariff, payment period, equipment replacement cost, applicable taxes, payment authorization confirmation and other essential rental terms.

The user confirms that he or she has full legal capacity to enter into this Agreement and perform the obligations under it.

4. Scope of application

This Agreement applies to all methods of using the Get Energy service, including access to the website, use of the rental web page, registration in the application where such function is selected or required, viewing maps and stations, scanning QR codes, receiving equipment, paying for services, returning equipment, contacting customer support and using any Get Energy informational materials.

This Agreement does not regulate the user's relationship with the issuing bank of the bank card, the operator of Apple Pay, the operator of Google Pay, a mobile operator, an app store, the manufacturer of the mobile device or any other third party whose services the user uses independently.

If the Get Energy service is available through partner sites, premises or locations, such partners do not become a party to this Agreement unless expressly stated in a separate written document.

5. Description of the service

Get Energy provides users with the ability to rent portable charging devices for temporary charging of mobile phones, tablets, headphones and other compatible devices.

Rental may be carried out through a web page, QR code, mobile application, rental station or another available interface.

Creating an account is not a mandatory condition for basic web rental if the Get Energy interface supports a guest scenario.

Depending on technical availability, the user may view nearby stations on a map, check equipment availability, start a rental, pay for services, receive notifications, return equipment and contact support.

The service may be developed, changed and supplemented.

The Company may introduce new functions, change the interface, update software, add new tariff plans, limit or discontinue certain functions, provided that this does not violate mandatory consumer rights.

The Company seeks to ensure uninterrupted operation of the service but does not guarantee constant availability of all stations, applications, payment functions, network services or other components, since their operation may depend on technical conditions, connectivity, electricity, actions of third parties and other factors.

6. Web use, guest mode and user account

The Get Energy service is designed with the possibility of web use without mandatory account registration.

If the relevant interface is available, the user may start a rental through a web page, QR code or payment page in guest mode by confirming the necessary rental terms, payment method and contact details required for contract performance, payments, security and support.

Creating an account may be offered to the user as an additional or optional convenience function: viewing rental history, saving contact details, speeding up future transactions, receiving notifications, participating in promotions, contacting support, restoring access to transactions and using extended functionality.

The Company may require account creation, additional confirmation of a phone number, e-mail, payment method or other identification only for specific functions or situations where this is necessary for security, fraud prevention, compliance with payment provider requirements, settlement of debt, dispute review, corporate access, bonus programs or other lawful purposes.

If the user acts in guest mode, the user's obligations to pay for the rental, return the equipment, comply with the rules of use, be responsible for non-return or damage to the equipment and perform this Agreement apply in full in the same way as when using an account.

The user must provide accurate contact and payment information required for a particular transaction.

Incorrect, outdated or false information may make it impossible to start a rental, delay refunds, cause notification errors, make it impossible to identify a payment or restrict access to certain functions.

The user is responsible for the security of his or her mobile device, SIM card, e-mail, one-time codes, payment method, payment session, confirmation links and, if applicable, account.

All actions performed through a confirmed payment session, device, QR scenario or user account are deemed to have been performed by the user unless the user proves otherwise in the manner provided by applicable law.

The user must immediately notify the Company of unauthorized use of a payment method, loss of a device, suspicion of fraud, erroneous charges, disputed rental or other circumstances that may affect the security of the service.

7. User requirements

The user confirms that he or she is a legally capable person and has the right to enter into contracts, assume financial obligations and use the payment method specified in the service.

The service is intended for lawful use. The user may not use the service if such use violates legislation, third-party rights, payment system rules, app store requirements or these terms.

The Company may refuse registration, refuse guest rental, restrict access, suspend service or terminate an account if the Company has reasonable grounds to believe that the user is violating the Agreement, providing false information, committing fraudulent acts, abusing the service or creating a risk to the security of the equipment, station, payments or other users.

8. Age restrictions

The service is intended for persons who have reached the age that allows them to enter into contracts and assume financial obligations in accordance with applicable law.

If the service is used by a minor, responsibility for his or her actions, payments, return of equipment, damage and compliance with this Agreement is borne by the legal representative where provided by applicable law.

The Company may request additional confirmation of age, identity or authority if necessary to comply with law, payment system requirements, fraud protection or settlement of a disputed situation.

9. Start of rental

The rental starts after all conditions necessary for issuing the equipment have been met: the user is authorized in the service, the selected station is available, the payment method has been

successfully checked or authorized, the user has confirmed the tariff terms and the station has actually released the equipment.

Before the start of the rental, the user may be shown the main commercial terms, including the price, the method of charging fees, maximum periods, automatic charge terms, the equipment replacement cost in the event of non-return and links to applicable documents.

The fact that the station has released the equipment and the rental has been recorded in the Get Energy system is confirmation of the start of the rental, unless the user reports a technical error immediately and provides data that allows the event to be checked.

If the station did not release the equipment but a payment was held or authorized, the user must contact support. Such a situation is reviewed in accordance with the Refund Policy and the payment provider's rules.

10. Use of equipment

The user must use the equipment carefully, only for its intended purpose and in accordance with ordinary operating rules for portable charging devices.

The user may not open, disassemble, modify, reflash, damage, send for repair, sell, pledge, sublease or otherwise dispose of the equipment as his or her own property.

The user must protect the equipment from water, fire, overheating, impacts, pressure, dirt, chemicals, unauthorized connection, use with defective devices and other circumstances that may cause damage or unsafe operation.

The user independently checks the compatibility of the equipment with his or her device and is responsible for the use of his or her own phone, cable, adapter, case, accessories and other items.

The Company is not responsible for malfunctions of the user's device unless they are caused by a proven malfunction of Get Energy equipment.

If the user detects damage, overheating, smell, deformation, malfunction, missing cable or another defect of the equipment, the user must stop using the equipment and contact support.

The user must not continue using the equipment when there are signs of malfunction.

11. Return of equipment

The user must return the equipment to a compatible Get Energy station within the periods and in the manner established by the tariff, the Rental Policy and the Pricing Rules.

The return is considered completed only after the equipment has been physically accepted by the station and the return has been confirmed by the Get Energy system.

Placing the equipment near the station, handing it to venue staff, leaving it on a counter, sending a photograph, transferring it to a third person or taking other actions that do not result in registration of the return by the Get Energy system is not a proper return unless the Company expressly confirms otherwise.

The user must make sure that the equipment is inserted correctly into the station, that the station indicator or the application confirms the return, and that the rental has been completed in the application.

If there is no confirmation of return, the user must immediately contact support and provide information about the station, time, place and circumstances of the return.

The risk of being charged until the moment of confirmed return is borne by the user, except where the return error was caused by a proven technical fault of the Get Energy station or system and the user contacted support in a timely manner.

12. Tariffs and billing

The rental fee, billing method, payment periods, daily rental cost, equipment replacement cost, applicable taxes, commissions and other charges are displayed in the application, on the website or during the process of starting the rental.

The user must review the tariffs before confirming the rental.

Unless a specific tariff states otherwise, fees may be charged on an hourly basis for the first hours of rental, then on a daily basis for subsequent periods, and if the equipment is not returned within the required period, the equipment replacement cost may be charged.

The Company may change tariffs for future rentals.

Changes to tariffs do not apply retroactively to an already started rental unless required by law or related to correcting an obvious technical error that has been brought to the user's attention.

All amounts may be shown inclusive or exclusive of taxes and commissions depending on the interface, country, payment method and applicable rules.

Before payment, the user is provided with information sufficient to decide whether to start the rental.

13. Payments and automatic charges

The user authorizes the Company and engaged payment providers to charge the selected payment method for amounts related to the use of the Get Energy service, including rental fees, daily fees, debt, the equipment replacement cost in the event of non-return, chargeback fees, taxes and other

amounts expressly provided for by this Agreement or displayed to the user before the start of the rental.

To verify the payment method, pre-authorization, blocking, reservation, test charge, card tokenization or another procedure supported by the bank, payment provider, Apple Pay, Google Pay or card payment system may be used.

The user understands and agrees that individual payments may be charged not at once, but as the rental continues, upon the start of a new billing period, upon recording non-return, upon discovery of debt or after the payment function has been restored following a technical failure.

If payment cannot be completed, the Company may retry the charge, offer another payment method, restrict access to the service, suspend new rentals, transfer the debt for lawful collection or apply other measures not prohibited by law.

14. Apple Pay, Google Pay and bank cards

If the user chooses Apple Pay, Google Pay, a bank card or another payment method, the user additionally accepts the rules of the relevant bank, payment system, payment provider, wallet operator and app store.

Apple, Google, the issuing bank of the card, card payment systems and payment providers are not parties to this Agreement and are not responsible for the Company's performance of rental obligations, unless otherwise provided by their own rules or applicable law.

The Company does not store the full bank card number, CVV/CVC code or other sensitive card data where such data is processed by the payment provider.

Payment tokens, masked details, transaction identifiers, payment status and information necessary for accounting, refunds, security and dispute resolution may be stored in the service.

The user warrants that he or she has the right to use the selected payment method.

Use of another person's card, another person's wallet, stolen payment data or a payment method without the owner's consent is prohibited.

15. Debt and unsuccessful payments

If, for any reason, the rental fee, equipment replacement cost or another due payment was not charged in a timely manner, the user's debt remains until it is fully paid.

The Company may notify the user about debt through the application, e-mail, SMS, push notifications or other available communication channels.

The absence of a notice does not release the user from the obligation to pay for actually provided services and other amounts provided for by the Agreement.

The Company may temporarily restrict access to new rentals, support for certain functions, bonuses, promo codes, guest sessions or the account until the debt is paid, provided that such restriction is reasonable and does not violate the user's mandatory rights.

The user must immediately contact the Company if he or she believes a payment is incorrect.

A payment dispute is reviewed in accordance with this Agreement, the Refund Policy, the payment provider's rules and applicable law.

16. Non-return, loss and equipment replacement cost

The equipment is provided to the user for temporary use and does not become the property of the user.

Failure to return equipment within the required period, loss of equipment, substantial damage, destruction, disassembly, blocking of identifiers or impossibility of further use may result in the user's obligation to compensate the equipment replacement cost.

The equipment replacement cost is not a penalty.

It is a predetermined or calculated cost required to replace lost or unusable equipment, including the device itself, cables, identifiers, logistics, accounting, incident handling and other reasonable costs where provided by the published policy.

Rules for recognizing equipment as non-returned, time limits, charge procedure and possible grounds for reviewing the charge are established by the Equipment Replacement Cost Compensation Policy and the Pricing Rules.

If the user returns the equipment after the replacement cost has been charged, the Company reviews the user's request individually, taking into account the condition of the equipment, return timing, station technical data, rental history, payment rules and the applicable policy.

17. Cancellation of rental and refunds

If the rental did not start and the equipment was not released, the user may be entitled to cancellation of the payment or refund of the held amount in accordance with the Refund Policy and the payment provider's rules.

After the equipment has actually been released, the rental is considered started and the user's payment obligation arises in accordance with the tariff.

To stop charging, the user must return the equipment to the station and receive system confirmation of the return.

Refunds are made where there are grounds provided by the Refund Policy: technical error, duplicate charge, failure to release equipment after payment, incorrect billing, confirmed equipment malfunction or other circumstances recognized by the Company as justified.

The actual time for funds to arrive after a refund is approved depends on the bank, payment provider, card payment system, Apple Pay, Google Pay or other selected payment method.

18. Promo codes, bonuses and special offers

The Company may provide users with promo codes, discounts, bonuses, free periods, referral rewards or other special offers.

Such offers may be subject to restrictions by validity period, territory, category of users, number of uses, payment method, station or type of service.

Promo codes and bonuses are not exchangeable for cash, may not be transferred to third parties and may be cancelled in the event of abuse, technical error, fraud or violation of the promotion terms.

The Company may discontinue, change or limit a special offer for future use without compensation unless otherwise expressly provided by the terms of the specific promotion or applicable law.

19. Prohibited actions

The user may not take actions that violate law, the rights of the Company, the rights of third parties, the security of equipment, stations, payment infrastructure or other users.

- use the service without the consent of the owner of the payment method;
- create multiple accounts, guest sessions, payment profiles or other identifiers to bypass restrictions, debt, blocking or promotion rules;
- remove equipment from a station in a way not provided by the service;
- disassemble, open, reflash, modify or damage the equipment;
- leave equipment in a place not intended for return;
- use equipment for illegal, dangerous or commercially unauthorized purposes;
- gain unauthorized access to the API, application, station, server or payment infrastructure;
- copy, analyze, deobfuscate, modify or distribute Get Energy software without permission;
- take actions aimed at bypassing tariffs, rental time accounting, charges, blocks or technical restrictions;
- publish false information about the service, impersonate a Company representative or mislead other users.

20. Suspension and termination of access

The Company may temporarily suspend or terminate the user's access to the service in the event of violation of this Agreement, debt, suspicion of fraud, risk of equipment non-return, abuse of

promo codes, security threat or the need to comply with the requirements of law, a payment provider, bank, card payment system or competent authority.

Suspension of access does not release the user from the obligation to return equipment, pay for actually provided services, settle debt and compensate the cost of lost or damaged equipment if such obligations arose before access was suspended.

The user may stop using the service at any time, provided that he or she has no active rental, debt, unresolved dispute, open security investigation or other obligation to the Company.

Deletion of an account and requests to delete guest operation data are governed by this Agreement and the Privacy Policy.

The Company may retain certain information after account deletion or completion of a guest operation if this is necessary for accounting, tax accounting, protection of rights, dispute resolution, fraud prevention or compliance with legal requirements.

21. Intellectual property rights

All rights to the website, mobile application, software, databases, interfaces, design, logos, trade names, texts, images, algorithms, API, technical documentation, structure of the service and other intellectual property objects of Get Energy belong to the Company or are used by the Company lawfully.

The user is granted a limited, non-exclusive, non-transferable, revocable right to use the service solely for personal purposes and to the extent necessary to receive Get Energy services.

The user does not acquire any ownership rights, licenses or other rights to Get Energy intellectual property except as expressly provided by this Agreement.

Any unauthorized copying, modification, distribution, reverse engineering, commercial use or circumvention of technical restrictions is prohibited.

22. User content and requests

The user may send the Company messages, photographs, screenshots, reviews, complaints, suggestions, technical data, information about a station or other information as part of a support request.

The user warrants that the materials provided are accurate, do not infringe third-party rights and do not contain unlawful, offensive, harmful or misleading information.

The Company may use materials provided by the user to review the request, check the rental, correct an error, ensure security, improve the service, protect the Company's rights and comply with legal requirements.

If the user sends suggestions for improving the service, the user agrees that the Company may use such suggestions without paying remuneration unless otherwise agreed by the parties in writing.

23. Personal data and privacy

The user's personal data is processed in accordance with the Get Energy Privacy Policy. The Privacy Policy is an integral part of the terms of use of the service.

To provide services, the Company may process account data, guest payment session data, contact data, device technical data, rental history, station information, payment identifiers, support data, security logs and other data necessary for performance of the contract and security.

The user understands that without processing certain data, the service may be unavailable or limited.

For example, without payment data it is impossible to start a rental, without technical data it is impossible to ensure security, and without station data it is impossible to confirm issue and return of equipment.

Issues related to the processing of personal data are reviewed in the manner provided by the Privacy Policy.

24. Geolocation, camera, QR codes and notifications

The mobile application may request access to geolocation to display nearby stations, build routes, improve service accuracy and prevent abuse. The user may manage geolocation access through device settings.

To start a rental or identify a station or equipment, the application may use the device camera to scan QR codes.

Camera images are not used for other purposes unless otherwise stated in the application interface or Privacy Policy.

The service may send the user push notifications, SMS, e-mails or in-app messages related to rentals, payments, equipment return, debt, security, technical errors, changes to terms or customer support.

Disabling notifications may affect the timely receipt of information about charges, the end of a grace period, the need to return equipment, debt or changes to terms.

The user bears the risk of not receiving notifications if they were disabled on the device, blocked by the telecom operator or not delivered for reasons beyond the Company's control.

25. Operation of the service and technical limitations

The Get Energy service depends on mobile networks, internet connection, electricity, GPS, payment systems, banks, cloud infrastructure, app stores, rental stations and other technical components.

The Company takes reasonable measures to maintain the service but does not guarantee the absence of interruptions.

A station may be temporarily unavailable, full, discharged, disconnected, damaged, under maintenance or may have no available equipment.

The application may display availability data with a delay if information is updated subject to technical communication limitations.

The Company may carry out scheduled and unscheduled maintenance, update the application, change server infrastructure, disable individual stations, suspend functions and fix malfunctions without prior notice where this is necessary for security or stable operation of the service.

If a technical error affected payment, equipment release or return, the user must contact support and provide the necessary information.

The Company reviews such cases in accordance with this Agreement and the Refund Policy.

26. Limitation of liability

The Company is liable to the user within the limits established by applicable law and this Agreement. Nothing in this Agreement excludes liability that cannot be excluded or limited under mandatory legal rules.

The Company is not liable for losses arising from improper use of equipment, violation of instructions by the user, use of a defective user device, actions of third parties, unavailability of mobile communication, failures of a bank, payment provider, Apple Pay, Google Pay, app store or other external services.

The Company is not liable for indirect losses, lost profits, loss of data, business reputation, costs of replacing a personal device, loss of communication capability or other consequences unless such losses were caused by a proven culpable breach by the Company and provided that the limitation of liability is permitted by applicable law.

The user is responsible for damage, loss, non-return or unlawful use of equipment, as well as for payments made through his or her account, guest payment session or payment method, unless the user proves the absence of fault in the manner provided by applicable law.

27. Compensation for damages

The user undertakes to compensate the Company for documented damages, expenses, claims, payments, commissions, fines, third-party demands and other losses arising from the user's violation of this Agreement, unlawful use of the service, damage to equipment, non-return of equipment, fraudulent actions, infringement of third-party rights or unlawful use of a payment method.

The amount of compensation is determined taking into account the actual circumstances, equipment cost, replacement, restoration, logistics, incident handling, payment commissions, legal expenses and other reasonable costs, provided that they are proven and do not contradict applicable law.

The Company may hold or charge amounts provided for by this Agreement and related policies from the user's payment method if the user has given prior consent to the relevant charge and such charge is permitted by the payment provider's rules and law.

28. Force majeure

The parties are released from liability for full or partial non-performance of obligations if such non-performance was caused by circumstances that the party could not reasonably foresee or prevent, including natural disasters, fires, wars, mass disturbances, epidemics, actions of state authorities, power outages, communication failures, cyberattacks, sanctions restrictions, failures of banking or payment systems and other force majeure circumstances.

The party affected by such circumstances must take reasonable measures to reduce the consequences and resume performance of obligations.

Force majeure circumstances do not release the user from the obligation to return the equipment if return is actually possible, or to contact support to agree further actions.

29. User support

The user may contact Get Energy support at info@getenergy.energy or through available application functions.

The Company may request from the user information necessary to check the request: phone number, e-mail, rental identifier, date and time of the event, station location, screenshots, photographs, last digits of the payment card, transaction identifier and description of the problem.

The user must provide accurate information and cooperate with the Company in investigating a technical error, disputed payment, non-return, equipment damage or suspicion of fraud.

The Company seeks to review requests within a reasonable time.

The response time may depend on the complexity of the issue, the need to obtain information from a bank, payment provider, technical contractor, station partner or competent authority.

30. Complaints and payment disputes

If the user disagrees with a charge, billing, rental status, refusal of a refund or charge of the equipment replacement cost, the user should first contact Get Energy support and provide information necessary for verification.

The user must not abuse the chargeback procedure and must not initiate a disputed refund through the bank without first contacting the Company if the problem can be resolved directly.

This condition does not limit the user's mandatory rights provided by law and payment system rules.

When a payment dispute is received, the Company may provide the bank, payment provider or card payment system with evidence of equipment release, rental duration, tariff terms, notices, return or non-return, station status, application logs and other data necessary to protect the Company's rights.

The complaint review procedure may be additionally established by the Complaint Handling Policy, the Refund Policy and the rules of the relevant payment provider.

31. Changes to terms

The Company may change this Agreement, tariffs, policies, application functions, rental procedure, payment rules and other service terms for future use.

The current version is posted on the website and/or in the application.

If changes are material, the Company takes reasonable measures to notify users through the application, website, e-mail, push notification or another available communication channel.

Continued use of the service after the changes enter into force means acceptance of the new version, unless otherwise provided by mandatory legal rules.

Changes do not apply retroactively to an already started rental, except where the change relates to correcting an obvious error, reducing the user's obligations, complying with legal requirements or implementing a decision of a competent authority.

32. Electronic communications and legally significant notices

The user agrees to receive electronic communications from the Company related to the use of the service, including registration confirmations where applicable, payment notices, notices about rental, return, debt, security, changes to terms, technical works and support responses.

Legally significant notices may be sent to the e-mail address, phone number, through the application, SMS, push notifications or another method specified by the user.

A notice is deemed received when it is sent to the user's last known contact, unless otherwise required by law.

The user must update contact details in a timely manner.

Non-receipt of a notice due to an incorrect e-mail address, disabled push notifications, change of phone number, blocked messages or technical settings of the user does not release the user from obligations under this Agreement.

33. Assignment of rights and obligations

The user may not assign his or her rights and obligations under this Agreement to third parties without the Company's prior written consent.

The Company may assign rights and obligations under this Agreement to an affiliate, successor, purchaser of the business, service operator, payment agent or another person as part of reorganization, sale of business, change of operating model or engagement of a contractor, provided that such assignment does not deprive the user of mandatory rights provided by law.

The Company may engage third parties to perform certain functions: hosting, payments, station maintenance, logistics, technical support, analytics, security, accounting and legal support.

34. Invalidity of individual provisions

If any provision of this Agreement is found to be invalid, unlawful or unenforceable, this does not affect the validity of the remaining provisions.

The invalid provision is replaced by a valid provision that is as close as possible in economic and legal meaning, to the extent permitted by applicable law.

The Company's failure to apply any provision of this Agreement in a particular situation does not mean waiver of the right to apply such provision in the future or in relation to other violations.

35. Governing law and dispute resolution

This Agreement is governed by the law of the Turkish Republic of Northern Cyprus, unless otherwise provided by mandatory rules of applicable law on consumer protection, payment services or personal data.

The parties seek to resolve any disputes through negotiations and contacting support.

Before going to court, the user is recommended to send the Company a written complaint describing the problem, evidence, amount claimed and contact details.

If the dispute is not resolved through negotiations, it shall be considered by competent courts or authorities in accordance with applicable law.

Nothing in this section limits the mandatory rights of the consumer to contact competent authorities where such rights are provided by law.

36. Related documents

This Agreement applies together with other Get Energy documents that are published on the website or available in the application.

To the extent that a special document regulates a particular matter in more detail, the relevant special document applies if it does not contradict mandatory legal rules.

- Privacy Policy;
- Rental Policy;
- Pricing Rules;
- Payment and Automatic Charges Policy;
- Refund Policy;
- Equipment Replacement Cost Compensation Policy;
- Cookie Policy;
- Security Policy;
- Complaint Handling Policy;
- Legal Information and Company contact information.

37. Contact information

Company: ŞARJAL TİCARET ŞİRKETİ LİMİTED.

Commercial name of the service: Get Energy.

Registration number: MŞ28752.

e-Company No: 102944933544.

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

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

E-mail: info@getenergy.energy.

All official requests related to this Agreement, rental, payments, refunds, complaints and personal data must be sent to the above e-mail address unless another special communication channel is specified in the application or on the website.

Appendix No. 1. User confirmations at the start of rental

Before starting a rental, the user confirms that he or she has reviewed the tariff, understands the charging procedure, agrees to automatic charges within the selected rental and undertakes to return the equipment to a compatible Get Energy station.

The user confirms that the selected payment method belongs to him or her or is used by him or her on a lawful basis, that the payment method is active and sufficient to pay for the rental and other amounts provided for by this Agreement.

The user confirms that the equipment is provided for temporary use, remains the property of the Company or its partners and must be returned in the established manner.

Appendix No. 2. User actions in the event of a technical problem

If the user encounters a technical problem, the user must act in good faith and, where possible, minimize the consequences. Recommended actions:

- check the rental status in the application;
- make a screenshot of the error screen, where possible;
- record the address or name of the station, the date and approximate time of the event;
- do not leave the equipment outside the station if the return is not confirmed;
- immediately contact support if return is impossible;
- keep payment confirmations, notices and transaction identifiers;
- provide the Company with information necessary to check station and payment logs.

Appendix No. 3. Final provisions

This Agreement is the official English version of the terms of use of the Get Energy service.

If a version in another language exists and there is a discrepancy between the versions, priority is determined by the published terms and applicable law.

The user confirms that he or she has read this Agreement, understands its legal meaning and accepts the terms before starting to use the service.

This Agreement enters into force on the date stated at the beginning of the document and remains valid until a new version is published or the relationship between the user and the Company is terminated in accordance with its terms.