



## TERMS AND CONDITIONS OF USE OF CHARGESPOT

### A. INTRODUCTION

#### A.1. What is *Chargespot*?

1. We welcome you to the official website of “*Chargespot*”. If you own an electric vehicle, *Chargespot* allows you to do the following:

- Easily locate the Recharge Points and Stations that suit you best,
- Access all Recharge Points and Stations in the Network,
- Carry out Recharge Sessions in all Recharge Stations in the Network,
- Become a registered user by creating your personal Account, which gives you the ability to: (a) pay Recharge Sessions at advantageous rates and (b) control and/or manage your monetary balance and Recharge Sessions you have carried out or wish to carry out.

2. It is explicitly understood that the use of the Website and/or the Mobile / Web Application and/or *Chargespot*, binds you to these Terms and Conditions. The use of the Website and/or the Mobile / Web Application and/or *Chargespot* involves the collection and processing of your personal data in accordance with Article 8 of these Terms and Conditions. As a consequence, if you do not agree with these Terms and Conditions, you must avoid using, in any way, the Website, Mobile Application, Web Application and *Chargespot*.

3. The Terms and Conditions may be amended. It is your responsibility to read them at regular intervals, because the terms and conditions effective at the time of entering the *Chargespot* Use Agreement are also the terms and conditions applicable.

### A2. DEFINITIONS

1.1. “**Chargespot**”: the service provided to you by WATT+VOLT, giving you the opportunity to: (a) locate the geographical position of all Recharge Points and Stations in the Network, their availability in real time, the type and

number of supply connections and plugs they contain, their charging method and installed power capacity, their working hours and the payment amount resulting from their use, (b) gain access to Recharge Points Stations in the Network, in order to carry out one or more Recharge Sessions, (c) create your personal Account and enjoy the privileges provided to you by WATT+VOLT.

- 1.2. **“Mobile Application”** and **“Web Application”**: the Software application that allows you access to *Chargespot*, regardless of whether you are a registered user or not. You can either install it in any mobile digital device compatible with iOS and Android software (Mobile Application). However, in any case, your digital device must be connected to the internet.
- 1.3. **“WATT+VOLT”** or **“We”**: the counterparty in the *Chargespot* Use Agreement, namely the société anonyme named “WATT AND VOLT EXPLOITATION OF ALTERNATIVE FORMS OF ENERGY SOCIETE ANONYME”, whose registered office is in Marousi, Attica, at 217A, Kifisias Avenue.
- 1.4. **“Web Application”**: the software application that gives you access to *Chargespot*, only if you are not a registered user. You may access this application through a web browser, from any electronic device connected to the internet.
- 1.5. **“Operator”**: the société anonyme named “HELLENIC ELECTRICITY DISTRIBUTION NETWORK OPERATOR S.A.” (HEDNO S.A.), which has been assigned the operation of the Hellenic Electricity Distribution Network.
- 1.6. **“Network”**: the total Recharge Points and Stations available for recharging your Electric Vehicle, with the help of *Chargespot*.
- 1.7. **“You”** or **“Client”**: you, namely the person entering into an agreement with WATT+VOLT, under these Terms and Conditions, in order to use *Chargespot*.
- 1.8. **“Electric Vehicle”**: all motor vehicles equipped with a drive system that contains at least one non-peripheral (external or auxiliary) electric engine as energy converter, with an electric rechargeable energy storage system that can be externally recharged.



- 1.9. **“Website”**: the official website developed by WATT+VOLT for *Chargespot*, available at: <https://www.watt-volt.gr/services/energy-services-solutions/emobility/chargespot/>.
- 1.10. **“Store”** or **“Stores”**: any store operating as part of the network of stores of WATT+VOLT, through which the products and services of WATT+VOLT are promoted to the mass market. You can find more information regarding the Stores (addresses, telephones etc.) at the official website of WATT+VOLT at [www.watt-volt.gr](http://www.watt-volt.gr).
- 1.11. **“Safety Regulation”**: the regulation posted by WATT+VOLT on the Website, the Mobile and the Web Applications, which is attached as an Annex I to these Terms and Conditions. The Regulation (a) provides the technical specifications and instructions for the proper use of each Recharge Point and (b) ensures your safety in each Recharge Point, along with the safety of your Electric Vehicle, and the right of other users of *Chargespot* to use this service and carry out Recharge Sessions.
- 1.12. **“Account”**: the segment of the platform of the Mobile and Web Application that is intended exclusively for use by the registered users of *Chargespot*. If you create an account: (a) your details can be identified both when logging in to the Mobile / Web Application and during a Recharge Session, (b) you can pay each Recharge Session at the advantageous rate granted to you by WATT+VOLT, (c) you can control and manage your monetary balance and other information that results from carrying out each Recharge Session (total power supplied, total amount you paid, etc.).
- 1.13. **“Software”**: all data readable by humans or computers, or other machine-readable data, technical specifications, logic, logic diagrams, flow charts, orthographic representations, algorithms, modules, sub-routines, file structures, coding sheets, codification, source code or object code, lists, test data, test routines, diagnostic programs or other materials relevant to or including a part of the Mobile and Web Application, which are necessary for the correct, effective and efficient operation of the Mobile and Web Application.



- 1.14. **“Party” or “Parties”**: you and WATT+VOLT, jointly or separately.
- 1.15. **“Terms and Conditions”**: these “General Terms and Conditions of Use of Chargespot”.
- 1.16. **“Recharge Points”**: the points where an Electric Vehicle can be supplied with electricity. Recharge Points are divided into Normal Power Recharge Points and High Power Recharge Points. Normal Power Recharge Points supply Electric Vehicles with up to 22 kW power, with the exception of recharge points with power up to 3.7 kW (which are installed in private residences or whose main purpose is other than charging Electric Vehicles and they are not publicly accessible). High Power Recharge Points supply Electric Vehicles with electricity more than 22 kW.
- 1.17. **“Recharge Station”**: the area comprising more than one Recharge Points.
- 1.18. **“Chargespot Use Agreement”**: the agreement you enter into with WATT+VOLT in order to receive the authorization to use *Chargespot*, subject to the Terms and Conditions. This agreement includes the use of the Mobile and Web Application and the recharge service for your Electric Vehicle in all Recharge Points included in the Network.
- 1.19. **“Recharge Session”**: the service provided to you by WATT+VOLT, subject to these Terms and Conditions, in order to recharge your Electric Vehicle.
- 1.20. **“Pricelist”**: the pricelist posted on the Website, the Mobile and Web Application, which presents the rates imposed in each Recharge Point when carrying out each Recharge Session.

### **A3. How and when can I use Chargespot?**

- I. If you would like to use *Chargespot* by becoming a **registered user**, then you can create an **Account**. More specifically:
- Install the Mobile Application in any mobile digital device (compatible with iOS or Android software) connected to the internet, or log in to the Web Application via web browser.



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- Follow the instructions provided by WATT+VOLT and enter your details within the platform of the Mobile or Web Application [first name, last name, e-mail which, from that point, will be the username for logging in to the Account, your preferred password for the Account, mobile phone number, number – expiry date and safety code of your credit or debit or prepaid card].
- Afterwards, your card (with your explicit consent) will be debited with the amount of twenty (€20.00) euros, which will be transferred to your Account in order to enable the commencement of payments of Recharge Sessions through the Account.
- Subsequently, WATT+VOLT will send you an e-mail to the e-mail address stated during your registration to *Chargespot*, and this e-mail will (a) confirm that the registration of your details has been successfully completed (including your user name and password, which will from that point enable you to log in to your Account) and (b) make you a registered user of *Chargespot*.
- From that point onwards, your personal Account: (a) will allow the identification of your details whenever logging in to the Mobile / Web Application and when carrying out a Recharge Session, (b) gives you the ability to begin or stop a Recharge Session at any time, (c) charges your Account each time you carry out one Recharge Session at the advantageous rates granted to you by WATT+VOLT, (d) allows you to control and/or manage all information resulting from the use of a Recharge Point (duration of recharge, amount of energy supplied, charged amount etc.).

As a result, each time you wish to carry out a Recharge Session:

- You can locate the Recharge Point that suits you best through the Mobile or Web Application and find in the Pricelist the rates that you will be required to pay when you carry out a Recharge Session in that Recharge Point.
- Afterwards, you will proceed to the Recharge Point you have selected, log in to your Account, enter the serial number of the Recharge Point and carry out the Recharge Session.
- Each Recharge Session will be paid through the Account at advantageous rates. Once a Recharge Session is concluded, the amount corresponding to the transaction will be directly deducted from the Account and you will be issued the respective legal payment receipt.



- You may transfer money to your Account at any time, although it is explicitly specified in any case that when the monetary balance is less than the limit of ten (€10.00) euros, the card whose details you have entered during the registration process for *Chargespot* will be automatically debited with the amount of twenty (€20.00) euros for the payment of future Recharge Sessions. It is emphasized that the automatic debit service is provided by an external associate of WATT+VOLT and not by WATT+VOLT directly.
- WATT+VOLT will send you a monthly written notification that will include: (a) the Recharge Sessions you have carried out, (b) the total energy supplied to your vehicle and (c) the total amount paid during each month.
- You will be charged with the legal default interest for any overdue payments from any Recharge Sessions you have carried out.
- If you fail to carry out at least one Recharge Session in an entire month, amounting to at least one (€1.00) euro, your Account will be automatically debited with the monetary amount of one (€1.00) euro per month, in order to cover WATT+VOLT's expenses for maintaining the Website, the Mobile and the Web Application. It is understood that if you carry out a Recharge Session amounting to more than one (€1.00) euro for a given month, you will not be debited with this amount.

**II.** If you would like to use *Chargespot* **without** becoming a registered user, i.e. without creating an **Account**:

- Install the Mobile Application in any mobile digital device (compatible with iOS or Android software) connected to the internet or access the Web Application via a web browser.
- Afterwards, locate the Recharge Point that suits you best and find in the Pricelist the rates that you will be required to pay when you carry out a Recharge Session in that Recharge Point.
- Go to the Recharge Point you have selected and enter the serial number of the Recharge Point and use the Mobile Application to enter the details of your credit card; you can afterwards proceed with the Recharge Session according to the procedure described in Annex A to these Terms and Conditions.
- Your card will be debited once you complete the Recharge Session, and you will afterwards receive the relevant legal receipt.



#### **A4. Your Details and Visits to the Website, Mobile and Web Application**

All information and personal details that you submit through the Website, Mobile and Web Application are subject to processing based on the Privacy Notice of WATT+VOLT. Any use of *Chargespot* from your part implies that you approve the processing of your information and details by WATT+VOLT and this use also assumes that the information and details you have submitted are true and accurate.

#### **A5. Use of Website, Mobile/Web Application and *Chargespot* by WATT+VOLT**

1. When using the Website and/or the Mobile/Web Application and/or *Chargespot* in any way, you assume the obligation to:

- Avoid making any false or misleading statements.
- Provide WATT+VOLT with true and accurate details, and make updates to such details promptly whenever their contents are changed. In addition, you accept that WATT+VOLT may use these details to contact you, if necessary.
- Avoid any processing, illegal storage or any exploitation of the Mobile Application, Web Application or *Chargespot*. More specifically, you are not allowed to copy, reverse engineer, disassemble, translate, decompile or translate, adapt, adjust, make derivative works and/or modify the Software and/or the Mobile and/or Web Application, unless otherwise permitted by the legislation in force. Furthermore, you are not permitted to use the Mobile and Web Application in violation of the legislation in force, including the Laws on Personal Data Protection, and you may not perform any framing and/or mirroring of the Mobile and Web Application, or the Software, or any part of the Software. Moreover, you are not permitted to post to and/or share the Mobile and Web Application and/or the Software in a server accessible via public network, including, but not limited to, the Internet, in a way that allows copying of the Mobile and Web Application and/or the Software by third parties who are not authorized by WATT+VOLT. Moreover, you are not permitted to deactivate or bypass any protection mechanism relevant to the Mobile and Web Application, and you are similarly not allowed to assign, transfer, distribute, lend, use, lease and make publicly available the Mobile and Web Application and/or the Software or any parts of the Mobile and Web Application and the Software, to any third parties who are not authorized by WATT+VOLT, or remove any updates and/or declarations



regarding copyright, trademarks or any other industrial property rights belonging to WATT+VOLT that appear in the Mobile and Web Application and/or the Software.

- Notify WATT+VOLT, through any means possible, if any unauthorized use, illegal storage, processing or exploitation of the Mobile or Web Application and/or *Chargespot* come to your attention.
  - Comply without deviations with the Safety Regulation and ensure that the devices you use (including your Electric Vehicle) include all necessary technical specifications for using *Chargespot* and for carrying out each Recharge Session. Comply with these Terms and Conditions and the provisions of the legislation in force and promptly notify WATT+VOLT if you detect any flaws or errors when using the Recharge Point.
2. By accepting the Terms and Conditions, you warrant that you are at least eighteen (18) years old and you are legally competent to enter into binding contracts.

## **B. AUTHORIZATION TO USE CHARGESPOT**

### **Article 1. Scope – Nature of the *Chargespot* Use Agreement**

By virtue of the *Chargespot* Use Agreement and in accordance with the provisions of these Terms and Conditions, WATT+VOLT authorizes you to:

- (a) Use the Mobile and Web Application, which is limited to the territory of Greece; this authorization is non-exclusive, personal, non-transferrable, without the capacity for further sub-assignment and subject to the restrictions stated in section A5 of these Terms and Conditions, and
- (b) Use each Recharge Point in the Network in order to carry out Recharge Sessions for your Electric Vehicle, without prejudice to the provisions of the Safety Regulation.

### **Article 2. Duration of the *Chargespot* Use Agreement**

- 2.1. For those of you **who have created an Account**, the *Chargespot* Use Agreement is indefinite and becomes effective as of the date of reception of the e-mail by WATT+VOLT, which confirms that your Account has been created and you have become a registered user.





**2.2.** For those of you **who have not created an Account**, the *Chargespot* Use Agreement is entered into each time you use the Web or Mobile Application in the framework of a Recharge Session. More specifically, the duration of the *Chargespot* Use Agreement takes effect as of entering the serial number of the Recharge Point and the details of your credit card in the platform of the Mobile or Web Application and terminates upon expiry or interruption of the Recharge Session, and more specifically, once your credit card is debited and the relevant legal payment receipt is issued.

### **Article 3. Termination**

**3.1.** If **you have created an Account**, you can terminate the *Chargespot* Use Agreement at any time and without penalty, with any written means available. As soon as WATT+VOLT is notified of your termination:

- Your Account will be deleted,
- Your access to any Recharge Points and Stations of the Network shall be terminated from that point onwards,
- Any amounts due resulting from the Account shall become overdue and payable, and
- Any existing monetary amounts in your Account shall be refunded to the card, whose details you have registered for the creation of the Account. If your card has expired or has been destroyed or is lost, you must notify WATT+VOLT in writing about the expiry, destruction or loss of your card and specify the details of a bank account, in order to make the refund of the abovementioned monetary amount; otherwise, WATT+VOLT shall not be in any way liable about any damages you may suffer as a result of your omission. Without prejudice to the provisions in this section, such balances shall be refunded within no later than one (1) calendar month.

**3.2.** If **you have not created an Account**, the *Chargespot* Use Agreement is of limited duration; therefore it shall expire automatically upon interruption or termination of each Recharge Session.

### **Article 4. Billing**

The use of the Mobile and Web Application is free of charge. As a consequence, you shall be debited only if you commence a Recharge Session, according to the rates stated in the Pricelist.

## **Article 5. Interruption of Chargespot**

**5.1.** WATT+VOLT may temporarily interrupt your access to *Chargespot* for purposes of maintenance and/or updates of the Mobile and/or Web Application. Furthermore, WATT+VOLT may immediately interrupt the use of the Mobile and/or Web Applications for reasons of compliance with any court or arbitral judgment, or if such interruption is required by the legislation in force at the time, or if the Mobile and/or Web Application is used illegally or in a manner opposite to these Terms and Conditions.

**5.2.** In any case, the Charging Service may be interrupted by the Operator in order to ensure the correct and proper operation of the electricity network.

**5.3.** If any of the above events comes to pass, WATT+VOLT shall make all efforts possible to notify you in advance. However, if your access to *Chargespot* is interrupted due to any culpable act or omission from your part, then you shall not be disengaged from the obligations arising from these Terms and Conditions.

**5.4.** WATT+VOLT shall not be liable whatsoever if you are unable to access the Application due to reasons beyond WATT+VOLT's control or due to reasons of force majeure (including, but not limited to: problems or technical malfunctions of networks or lines, online computer systems, servers or providers, computer equipment, software, non-transfer or delivery of data due to lack of available space or due to technical problems or bottleneck of telephone network or the internet or any other website or due to combination of the above events, due to interruption of internet connection, as well as due to attacks by computer viruses, hacking or illegal actions or interventions by third parties, fraudulent actions or misuse of the Mobile and/or Web Application in breach of these Terms and Conditions).

## **Article 6: Liability**

**6.1.** You must always keep in mind that you are solely liable: (a) for any transaction carried out through *Chargespot* (regardless of whether you have an Account or not) and (b) for any damages caused to Recharge Point or Station and/or WATT+VOLT due to a culpable act or omission from your part.



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**6.2.** WATT+VOLT makes all possible efforts in order for the information and contents of the Website, Mobile and Web Application to be governed by accuracy, validity, clarity and correctness, thus allowing you to have the most comprehensive possible impression of *Chargespot*. You shall be exclusively responsible for the use, assessment, evaluation and exploitation of the abovementioned information provided to you. The liability for making of any business or other decisions on account of this information shall be exclusively yours and WATT+VOLT shall not be obliged to compensate or remedy damages due to using information provided by the Website, Mobile and Web Application.

**6.3.** WATT+VOLT shall not be liable for any damages or delays you may suffer if you fail to comply with the legislation in force, these Terms and Conditions, the provisions of the Safety Regulation and particularly the technical specifications necessary for the correct and proper use of *Chargespot* and for carrying out Recharge Sessions. To the extent permitted by the legislation in force on each occasion, the liability of WATT+VOLT arising from the *Chargespot* Use Agreement shall be limited to the monetary amount you have paid for Recharge Sessions carried out by you within two calendar months prior to the occurrence of any damages you have suffered as a result of using *Chargespot*, and WATT+VOLT shall remedy only incidental damages and not consequential damages and/or loss of profits. In any case, it is explicitly specified that the Company is not the owner of the Mobile and Web Application. On the contrary, the Company is solely the beneficiary of its commercial exploitation. As a consequence, WATT+VOLT shall make all efforts possible for the uninterrupted use of the Website, Mobile and Web Application from your part. Nevertheless, WATT+VOLT shall not be in any way liable for any inbuilt quality, malfunction or actual flaw of the Website, Mobile and Web Application.

## **Article 7. Right of Withdrawal**

**7.1.** If you enter the *Chargespot* Use Agreement as a consumer, you may withdraw from it within fourteen (14) calendar days as of the day after the date of creation of your Account, without being required to provide any explanation whatsoever. The right of withdrawal must be exercised within the abovementioned duration: (a) via e-mail sent to the e-mail address: [support@watt-volt.gr](mailto:support@watt-volt.gr) or b) via registered letter, in which case we will transmit to you on a durable medium, without any delay, a confirmation of reception of your withdrawal. You can find information about exercising this right by calling WATT+VOLT's Customer Care Department at 18383.

**7.2.** It is explicitly specified that if you have timely exercised your right of withdrawal, yet you have carried out at least one Recharge Session in the meantime, the monetary amount corresponding to the price of such Recharge Session shall be deducted from your Account, and this amount shall not be subsequently refunded.

**7.3.** In any case, it is emphasized that if you carry out even a single Recharge Session within the legal deadline for withdrawal, regardless of whether you have created an Account or not, you accept that you shall be debited with the price of such recharge session and you may not withdraw from it, on account of the fact that the recharge will be carried out and as such, the respective recharge service will be fully executed.

## **Article 8. Protection of Personal Data**

**8.1.** WATT+VOLT acknowledges that it is very important to protect the personal data of *Chargespot* users.

**8.2.** You can find detailed information about the protection of your personal data and your rights in the section of Privacy Notice featured in the relevant segment of the website of WATT+VOLT at: <https://www.watt-volt.gr/privacy-notice/>.

## **Article 9. Intellectual and Industrial Property**

All industrial and intellectual property rights pertaining to the content of the Website, *Chargespot*, Mobile and Web Application are property of WATT+VOLT or the persons authorizing WATT+VOLT to use them. The use of these materials from your part is permitted only to the extent explicitly approved by WATT+VOLT or its authorized licensees.

## **Article 10. Viruses, Piracy and other Electronic Crimes**

**10.1.** You are not permitted to make any inappropriate use of the Website and Mobile or Web Application and knowingly transmit viruses, "Trojan horses", worms and other malware or other materials that are malicious or technologically harmful. You must not attempt any unauthorized access to the Website, Mobile or Web Application and their server, or any other server, computer and database linked with the Website or Mobile or Web Application. You are hereby obliged to not attack the Website or Mobile or Web Application via denial of service attack or distributed denial of service attack.

**10.2.** Any breach of this obligation may constitute a criminal offence in accordance with the legislation in force. Any such breach shall be reported to the competent criminal authorities, with whom WATT+VOLT shall cooperate in order to reveal the identity of the electronic offender. In a similar manner, in the event of any such breach, your right to use the Website and Mobile or Web Application shall immediately become void.

**10.3.** WATT+VOLT shall not be in any way liable for any loss or damage that may be caused by viruses or any other malware or technologically harmful material that may attack your computer, its parts, data or any other material as a result of using the Website, Mobile or Web Application or equivalent material of another website to which the Website or Mobile or Web Application refers.

#### **Article 11. Links in the Website**

The Website, as well as the Mobile or Web Application may contain links to other websites or resources provided by third parties. Such links are provided solely for purposes of information and WATT+VOLT has absolutely no control over the content of such websites and resources. As a result, WATT+VOLT shall not be in any way liable for any loss or damage likely to be caused by using these links.

#### **Article 12. Notifications**

**12.1.** Contacts between Parties in the framework and for the purposes of executing the *Chargespot* Use Agreement shall be made with any possible means. WATT+VOLT may contact you via e-mail, telephone, written letter or through the Website in the framework and for the purposes of providing *Chargespot*.

**12.2.** Each notification shall be regarded as delivered as soon as it is posted on the Website or within twenty-four (24) hours upon delivery of an e-mail or three (3) calendar days from the date of delivery of any letter.

#### **Article 13. Transfer of Rights and Obligations**

You are not permitted to transfer, in whole or in part, any right or obligation resulting from the *Chargespot* Use Agreement without the prior written consent of WATT+VOLT. However, WATT+VOLT reserves the right to transfer, in whole or in part, any of its rights or obligations resulting from the *Chargespot* Use Agreement.



## **Article 14. Force Majeure**

The term “*event of force majeure*” refers to any event that is independent from the will and sphere of influence of WATT+VOLT, which cannot be prevented by any measures of diligence and care, such as (including, but not limited to) earthquake, fire, flood, war, epidemic, strike, etc. WATT+VOLT shall not be liable for failing to fulfill its obligations arising from the *Chargespot* Use Agreement throughout the duration of an Event of Force Majeure.

## **Article 15. Miscellaneous Terms and Conditions**

**15.1.** In the event of non-exercise from WATT+VOLT of any of its rights arising from these Terms and Conditions, this non-exercise shall not constitute waiver of such right. In a similar manner, if WATT+VOLT waives any individual claim, this shall not constitute a waiver of any similar claims in the future.

**15.2.** Any waiver from WATT+VOLT's part as regards its rights arising from the Terms and Conditions shall be valid only if it is explicitly stated in writing.

**15.3.** If any Term and Condition becomes null and void, this shall not result in the invalidity of all Terms and Conditions; moreover, the *Chargespot* Use Agreement shall remain binding towards the Parties as regards its valid segment.

**15.4.** These Terms and Conditions constitute the full agreement between the Parties regarding the *Chargespot* Use Agreement and supersede any previous written or oral agreement, understanding or arrangement between the Parties.

**15.5.** The Parties hereby acknowledge that no Party has relied on any declaration, commitment or promise made by the other Party in order to enter into the *Chargespot* Use Agreement.

**15.6.** WATT+VOLT reserves the right to amend the Terms and Conditions at any time, in the event of any special and serious reason such as (including, but not limited to) in case of change of the current legislation in force, compliance on behalf of WATT+VOLT with any court or arbitration judgment, change of the pricing policy of suppliers of WATT+VOLT.

**15.7.** WATT+VOLT employs a department for the management of customer complaints. Any complaints towards WATT+VOLT may be submitted orally or in writing (a) at the head offices of WATT+VOLT and all its stores, (b) via e-mail, in a special complaint form posted on the official website of WATT+VOLT at <https://www.watt-volt.gr/wp-content/uploads/2018/05/Complaints-and-Recommendations-Procedure-2018.pdf>, (c) via Fax to the respective numbers



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written on the documents issued by WATT+VOLT and posted on its website, (d) via telephone, by calling the Customer Care number of WATT+VOLT (at 183 83). WATT+VOLT pledges to make any effort to provide reason replies to complaints and other requests by customers, within a reasonable period of time following the reception of any complaint/request.

**15.7.** These Terms and Conditions are governed by Greek Law. The parties must make any effort possible in order to amicably resolve any dispute or disagreement that may arise as regards the interpretation, effectiveness or observance of the terms and conditions of the *Chargespot* Use Agreement. As regards any dispute between the Parties, the Client may contact the Hellenic Consumer Ombudsman or any other competent agency provided by the legislation in force, which operates as extrajudicial body for the consensual resolution of consumer disputes, including Arbitration. In the event of non-agreement between the Parties, the resolution of the dispute may be done out-of-court, before the competent bodies, in accordance with the legislation in force, or via appeal to judicial proceedings. It is explicitly specified that the Courts of Athens shall be the competent courts to resolve any dispute that may arise from these Terms and Conditions.



## ANNEX I

### SAFETY REGULATION

#### I. ATTENTION!

This Safety Regulation, which includes the instructions for using Electric Vehicle chargers, intends to ensure the correct and safe use of Recharge Points. It is very important that you read and understand this Regulation before using any charger. In addition, it must be emphasized that the characteristics of chargers may vary from Recharge Point to Recharge Point. As a result, you must carefully read the charger instructions posted in the Recharge Point you are using, which you can also find in the Website. Do not start a Recharge Session if you have any questions; call WATT+VOLT directly at 18383. **NOTE! Failure to adhere to this Safety Regulation may result in death, injuries and damages, for which WATT+VOLT will have no liability whatsoever.**

#### II. ELECTRIC VEHICLE CHARGER INSTRUCTIONS

##### A. Starting a Recharge Session

**When you enter a Recharge Point to start a Recharge Session**, you must connect the charging cable of your Electric Vehicle to the charging port. The recharge process will afterwards be initiated through your vehicle.

In the event of interruption during the connection or charging process, the charger will attempt to automatically restart the charging process for a maximum of five (5) attempts. If the charging process fails to start after the maximum limit of five (5) attempts, the charger will go into error status. This status can be restored by properly terminating the Recharge Session and, if required, by restarting your charger. If the error persists, call WATT+VOLT immediately at 18383.

##### B. Ending a Recharge Session

If you wish to terminate the Recharge Session, then:

1. Terminate the charging process in your Electric Vehicle, and afterwards





2. Disconnect the charging cable from the charger.

The Recharge Session will be terminated.

### **III. SAFETY INSTRUCTIONS**

- All chargers installed in the Recharge Points are intended for charging Electric Vehicles exclusively. As a result, it is prohibited to connect any other devices (e.g. electric tools) to them.
- You are not allowed to use Electric Vehicle chargers if you are under eighteen (18) years of age. It is also forbidden for minors to be in Recharge Points unless they are under the constant supervision of their guardians.
- When you are in a Recharge Point, you are not allowed to perform any works other than recharging your Electric Vehicle. Once your Recharge Session is over, please leave the Recharge Point and do not stay in the premises without cause, so other users will be able to use the Recharge Point to charge their own Electric Vehicles.
- Do not start a Recharge Session if your hands are wet.
- Make sure that there are no loads interfering with the cable that connects your Electric Vehicle to the charging station.
- Use the cable provided by the manufacturer of your Electric Vehicle and make sure that it has a CE certification.
- Do not start the engine if your Electric Vehicle is plugged in to the charger.
- Do not attempt to move your Electric Vehicle before unplugging the charging cable.
- Make sure that the charging cable is not overtly stretched when connected to the charger and the Electric Vehicle.
- Do not put your finger or any other object in the charger's socket.



- Do not use objects / tools to remove the charging cable.
- If you notice any damages to the charger, avoid recharging your Electric Vehicle and call WATT+VOLT customer care immediately at 183 83.
- The Recharge Points are not equipped with independent power switches. To cut the power, use the main switch of the supply cable.
- Recharge Points and their chargers are not allowed to operate unless they are in perfect condition. Do not start a Recharge Session if you notice any deterioration or damages. For your safety, leave the Recharge Point and call WATT+VOLT immediately at 18383.
- You are not allowed to make any repairs to the Recharge Point or its charger. Repairs can only be made by the authorized expert technical associates of WATT+VOLT.
- You are not allowed to make any arbitrary modifications and adjustments to Recharge Points and their chargers.
- You are not allowed to remove any signs (e.g. safety signs, instructions, rating plates etc.) from Recharge Points and the chargers installed within that point.
- Never use faulty, damaged or dirty charging plugs.
- For your own safety, avoid connecting extension cables to the charging cable.
- Please read the instructions of your Electric Vehicle before charging it in a Recharge Point; furthermore, read the instructions posted in Recharge Points (which, in any case, are also available in the Website).
- Disconnect the charging cable by pulling the plug from the socket and not the cable itself.
- The charging cable must be free of any mechanical damages (i.e. it must not be bent, damaged, stiff or have objects attached to it) and the connection area must not come in contact with heat sources, dirt or water.



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- Do not clean the charger and/or the Recharge Point and avoid using any strong solvents, cleaning fluids or any other flammable materials while in the premises; also, avoid using sprayed water (garden hose, water pumps etc.) or high-pressure water.