

## ICHARGE POINT POWERBANK RENTAL (SHARING) PAYMENT AND REFUND POLICY

These terms and conditions constitute the agreement (“Agreement”) between you (“User”) and ICHARGE AUTOMATIC VENDING MACHINES SERVICES LLC and its affiliates (“we,” “us,” or “ICHARGE POINT”) regarding your use of the ICHARGE POINT powerbank sharing service (“Service”) in the United Arab Emirates. The agreement applies to our website <https://ichargepoint.com> (“Website”) and the ICHARGE POINT mobile app (“App”) using operating systems such as iOS and Android (the Website and the App are collectively called the “Platform”).

### CHARGES AND PAYMENT

#### 1. RATES

Service rates vary and are solely determined by agreements with our landlords. Up-to-date rate information for each ICHARGE POINT location can be found by clicking on its pin in the mobile app. Information about the rate will also appear when you scan the QR code before renting a powerbank. A daily fee of 20 AED will be applied to the payment method on file until the powerbank is returned or payments accumulate to 120 AED, which is the purchase price of the powerbank. After this, the powerbank is considered the user's property and no further charges will apply.

#### 2. PAYMENT OPTIONS

For your convenience, we provide the following payment options:

- (a) You can link your credit or debit card to your ICHARGE POINT App account to allow us to automatically deduct all amounts owed to us after each use. Pre-paid and cash cards cannot be used as a form of payment.
- (b) Apple Pay and Google Pay are also accepted forms of payment.

#### 3. DISPUTES

In the event of a dispute over a charge on your credit or debit card or your account, you should contact us at [support@ichargepoint.com](mailto:support@ichargepoint.com) as soon as you become aware of the disputed charge.

#### 4. REFUNDS

If you were not able to start your order but were charged by our system, please contact us at [support@ichargepoint.com](mailto:support@ichargepoint.com), via the app or at +971585030794, and we will issue a refund.