

## General Terms and Conditions

for the official website: <https://electrocharge.bg>

These General Terms and Conditions aim to provide information about the use of the website <https://electrocharge.bg> and about the services of “Electrocharge” related to the possibility of charging electric vehicles at charging stations of “Electrohold IPS” Ltd. (hereinafter referred to as “charging stations”). These General Terms and Conditions define the rules for using the website, as well as the relationships between “Electrohold IPS” Ltd., hereinafter referred to as the “Operator”, on the one hand, and the Users of the website, on the other hand.

### DEFINITIONS

For the purposes of applying and interpreting these General Terms and Conditions, the following terms shall have the meanings set out below:

**“Electric Vehicle (EV)”** means a motor vehicle powered by at least one non-peripheral electrical device acting as an energy converter with a rechargeable electrical energy storage system that can be charged from an external source.

**“Charging Station”** means a fully assembled technical product included in the network of charging stations administered by “Electrohold IPS” Ltd., operating under the trademark “Electrocharge”, which provide the necessary power and energy for charging the batteries of electric vehicles.

**“Malicious Actions”** are actions or omissions that violate Internet ethics or cause harm to persons connected to the Internet or associated networks, including but not limited to sending unsolicited messages (SPAM, JUNK MAIL), flooding channels (FLOOD), gaining unauthorized access to resources, using system vulnerabilities for personal gain (HACK), industrial espionage or sabotage, damaging or destroying systems or data (CRACK), spreading viruses or Trojan horses, disrupting normal operation of users, or any actions that constitute a criminal or administrative offense under Bulgarian or applicable law.

**“Electrocharge Mobile Application”** is software for mobile devices (Android or iOS), administered and distributed by “Electrohold IPS” Ltd. and available for download via Google Play and the App Store.

**“Operator”** of the services is “Electrohold IPS” Ltd., registered in the Bulgarian Commercial Register under UIC 207104361.

**“User”** means any individual who has visited and/or uses the official Electrocharge website at <https://electrocharge.bg>.

**“Website” or “Site”** means a designated location on the Internet accessible via a URL using HTTP, HTTPS or other standardized protocols, containing files, programs, text, sound, images or other materials. For the purposes of these Terms, this refers to <https://electrocharge.bg>.

**“Services”** mean the services provided under the “Electrocharge” brand via the website or mobile application.

### 1. Subject of the Services

1.1. The services provided by the Operator enable charging of electric vehicles at Electrocharge-branded stations.

1.2. Details about the charging network and technical specifications are available on the website and mobile app.

1.3.

(1) Charging is possible only via the mobile application; the website is for informational purposes only and does not allow charging or payments.

(2) Charging may also be accessed via partner apps, for which the Operator is not responsible.

(3) In case of discrepancies, the official website prevails.

## **2. General Website Use**

2.1. These Terms govern the use of the website.

2.2. By accessing the site, Users agree to these Terms. If not, they must stop using it.

2.3. The website is free and does not require registration.

2.4.

(1) Users must ensure adequate security (e.g., antivirus protection).

(2) Users must comply with all applicable laws.

## **3. Use of Services**

3.1.

(1) Services are accessed via the Electrocharge mobile app (App Store / Google Play), including via QR codes at stations.

(2) Partner apps may also be used; however, the Electrocharge app prevails in case of discrepancies.

3.2. Charging instructions are available on the website.

3.3. The site provides information about station locations, availability, and updates.

## **4. Prices, Fees and Payments**

4.1.

(1) Users pay per kWh and may incur a “parking fee” after charging is complete. A minimum charge may apply.

(2) Prices are listed in the mobile app.

(3) Prices are shown in EUR and BGN (until 08 Aug 2026); from 01 Feb 2026 payments are in EUR only.

4.2.

(1) The Operator may offer discounts or promotions.

(2) These may be modified or terminated at any time.

(3) Discounts cannot be combined.

4.3. The website itself is free to use.

## **5. Rights and Responsibilities**

- 5.1. Users must monitor updates to the Terms.
- 5.2. Misuse of the site is prohibited and subject to liability.
- 5.3. The Operator is not responsible for how Users use the site.

## **6. Limitation of Liability**

- 6.1.
  - (1) The Operator aims for uninterrupted access.
  - (2) No liability for downtime, misuse, or maintenance.
- 6.2. No liability for damages resulting from site use.
- 6.3. No liability for events beyond control (force majeure).

## **7. Personal Data**

- 7.1.
  - (1) The Operator processes personal data in compliance with applicable law.
  - (2) Privacy Policy is available on the website.

## **8. Contact**

- 8.1. Email: support@electrocharge.bg
- 8.2. Written communication is considered valid via email or official address.

## **9. Applicable Law**

- 9.1. Invalid clauses do not affect the rest.
- 9.2. Bulgarian law applies.
- 9.3. Disputes are resolved by the competent court in Sofia.

## **10. Cookies**

- 10.1.
  - (1) Cookies improve website functionality.
  - (2) Users can disable them via browser settings.
  - (3) The Operator is not responsible for browser limitations.
  - (4) Disabling cookies may affect functionality.
  - (5) Only necessary cookies are used unless consent is given.

## **11. Copyright**

- 11.1. All content belongs to “Electrohold ICT” JSC or licensors.
- 11.2. Unauthorized use is prohibited and punishable by law.
- 11.3. Services and rights belong to the Operator.

## **12. Other Terms**

- 12.1. The site may contain external links and ads.
- 12.2. The Operator is not responsible for external content.
- 12.3. Individual agreements prevail over these Terms.

## **13. Entry into Force and Amendments**

- 13.1. Terms are published on the website.
- 13.2.
  - (1) Amendments take effect 3 days after publication.
  - (2) Users must check for updates.
  - (3) Continued use implies acceptance.

These General Terms and Conditions enter into force on **03 April 2026**.