

General Terms and Conditions for the mobile application “Electrocharge”

These General Terms and Conditions aim to provide information about the mobile application and the charging stations branded under the trademark “Electrocharge”. These Terms govern the relationship between “ELEKTROHOLD IPS” EOOD, hereinafter referred to as the “Operator”, on the one hand, and the Users/Clients of the charging stations and the mobile application “Electrocharge”, 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:

“Voucher” means a code loaded into a User/Client profile, which may be used for payment when using the Operator’s charging stations. It is at the Operator’s discretion whether and to which Users such voucher(s) are granted.

“Electric Vehicle (EV)” means a motor vehicle powered by at least one non-peripheral electric 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 “Elektrohold IPS” EOOD, operating under the “Electrocharge” brand, which provide the necessary power and energy to charge electric vehicle batteries.

“Mobile Application ‘Electrocharge’” (“mobile application” / “application”) means software for mobile devices with “Android” or “iOS” operating systems, administered and distributed by “ELEKTROHOLD IPS” EOOD and available for download via Google Play and the App Store. Downloading and using the application is free of charge.

“Operator” means “ELEKTROHOLD IPS” EOOD, registered in the Commercial Register and the Register of Non-Profit Legal Entities with the Registry Agency, with UIC: 207104361.

“Username” means the name chosen by the User/Client upon registration to access the Operator’s services.

“Password” means a combination of characters selected by the User, used together with the username for identification and access to the user account.

“User” or “Client” means any individual who has downloaded and installed the application, completed registration, and accepted these Terms and the Privacy Policy, or uses charging stations via the application or partner applications.

“User Profile” (Account) means the User’s information, including username, password, personal data, EV details, and invoicing preferences.

“Website” means the official website: <https://electrocharge.bg>

“RFID Card” means a personal radio-frequency identification device issued by the Operator for authentication and payments at charging stations.

1. Subject of the Terms

1.1. These Terms regulate the use and functionality of the mobile application and the services described below.

1.2. The services allow Users to charge electric vehicles at the Operator’s charging stations.

1.3. Through the application, Users can:

view available stations, location, and status

check station type (AC/DC)

reserve stations

start/stop charging

view prices and idle fees

make payments

Users may opt in to receive promotional communications, which can be withdrawn at any time.

1.4. To use the services, the User must download the application from App Store or Google Play (or via QR code). Charging may also be accessed via partner applications, but the Operator is not responsible for their accuracy. The application works only with Electrocharge-branded stations. Users must ensure device security.

2. Use of the Application

- 2.1. Users must register and create an account to use the services. Before registration, they must review and accept the Terms and Privacy Policy.
- 2.2. Users must keep their data up to date and pay all charges. Invoices are issued upon request and sent by email.
- 2.3. Access requires correct username and password. Users are responsible for actions performed through their account.
- 2.4. The Operator may restrict or deactivate accounts in cases of misuse, invalid data, or non-acceptance of Terms.
- 2.5. Users must comply with all applicable laws.

3. Prices, Fees and Payments

- 3.1. Users pay for electricity (kWh) and possibly an idle fee if the EV remains connected more than 10 minutes after full charge.
- 3.2. Prices vary depending on station type and time of day. DC charging is generally more expensive than AC. Prices are displayed in EUR and BGN (until August 2026), after which EUR only applies.
- 3.3. Prices may be changed unilaterally by the Operator without prior notice.
- 3.4. Idle fees apply after 10 minutes post full charge until the cable is disconnected.
- 3.5. Payments are final and non-refundable unless billing errors are proven.
- 3.6. Non-payment may result in account suspension and debt collection actions.
- 3.7. Users must ensure valid payment methods with sufficient funds.
- 3.8. Payment data is handled securely by certified providers.

Promotions and Discounts

- 3.9.–3.12. The Operator may offer promotional or preferential pricing at its discretion. Such offers may be modified or terminated at any time. Promotions cannot be combined.

4. Rights and Responsibilities

Users must:

use stations correctly and responsibly

ensure EV compatibility

report issues promptly

ensure valid payment methods

The Operator may block access in cases of violations, unpaid debts, or misuse.

5. Limitation of Liability

The Operator is not liable for:

damages to EVs unless caused by gross negligence

unavailable stations or app issues

external factors (power outages, force majeure, etc.)

misuse of the application or third-party access

6. Complaints

Users may file complaints within 3 days, providing evidence.

If justified, compensation will be provided within 30 days.

Users may escalate disputes to the Consumer Protection Commission or court in Sofia.

7. Termination

Users may terminate their account at any time via the application.

The Operator may restrict or delete accounts in case of violations.

8. Personal Data

The Operator processes personal data in accordance with applicable law and its Privacy Policy. Data is encrypted and access is restricted.

9. Contact

Email: support@electrocharge.bg

10. Applicable Law

Bulgarian law applies. Disputes are resolved by courts in Sofia.

11. Copyright

All application content is protected and owned by “ELEKTROHOLD ИКТ” EAD or its licensors. Unauthorized use is prohibited.

12. Entry into Force and Amendments

The Operator may amend these Terms at any time. Changes take effect 3 days after publication. Continued use implies acceptance.

These General Terms and Conditions enter into force on 03.04.2026.