

Cancellation Policy

Version 1.0 / February 1st, 2021

Cancellation of Account

You have the right to cancel the account at any time (without giving any reason) by informing Deftpower of your decision with a clear statement. For this purpose, you can use the attached sample cancellation form. It is not mandatory to use the form. If you wish your request to be handled promptly, Deftpower recommends contacting the Customer Service Team by email (info@deftpower.com).

After termination, you will no longer be able to use your account. Please note that termination of the account means that all the charging keys associated with this account (if any) will be deactivated. Please note that you will not be able to add your charging key to another account you have or to add it to a new account if you create one in the future. If you decide to open a new account and still wish to have access to charging stations accessible via the charging key authentication method, you will need to order a new charging key.

- Termination of the account automatically terminates also all currently active subscriptions.
- Please note that account cancellation has no influence on your obligation to pay for all charging sessions you initiated before cancellation.

Cancellation of Purchase of Charging Keys

You have the right to cancel the purchase of the charging key(s) without giving any reason within fourteen (14) days from the day on which you or a third party designated by you, who is not the carrier, took possession of the charging key(s).

To exercise your cancellation right, you must inform Deftpower of your decision with a clear statement. For this purpose, you can use the attached sample cancellation form. It is not mandatory to use this form. Your cancellation is valid if it has been provided before the expiration of the cancellation period mentioned above. If you wish your request to be handled promptly, Deftpower recommends contacting the Customer Service Team using the live chat feature available in the mobile application.

If you cancel the purchase of the charging keys, Deftpower will reimburse to you all payments received from you including the costs for delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), promptly and in any event not later than within fourteen (14) days from the day on which Deftpower received your cancellation. For the reimbursement Deftpower will use the same means of payment, which you used in the initial transaction, unless you agreed otherwise. In no event will you incur any fees as a result of this reimbursement.

Deftpower has the right to refuse the reimbursement until Deftpower receives back all charging keys and other materials delivered by Deftpower or until you have provided proof that you have dispatched the charging keys and other materials, whichever is the earliest. You must dispatch or hand over the charging key and other materials delivered by Deftpower to Deftpower promptly and in any case latest within fourteen (14) days from the day on which you informed Deftpower of the cancellation of the purchase. The time limit is met if you dispatch the charging keys and other materials delivered by Deftpower before the end of the above mentioned period. You shall bear the direct costs of returning the charging keys and other materials delivered by Deftpower.

Cancellation of Purchase of Subscription Plan

You have two options to cancel the purchase of a subscription:

- within the first fourteen (14) days after the purchase is finalised
- After fourteen (14) days accordingly to the cancellation rules of your particular subscription plan

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In both cases, your cancellation can be done without giving any reason.

To exercise your cancellation right, you must inform Deftpower of your decision with a clear statement. For your convenience, you can cancel the subscription plan directly in the mobile application or on the website or by contacting the Customer Service Team using the live chat feature available in the mobile application. Alternatively, you can use the attached sample cancellation form. It is not mandatory to use this form.

If you cancel the subscription within the first fourteen (14) days, you will be reimbursed full subscription price and the subscription plan will be cancelled immediately. Deftpower will refund you promptly and in any event not later than within fourteen (14) days from the day on which Deftpower received your cancellation. For the reimbursement Deftpower will use the same means of payment, which you used in the initial transaction, unless you agreed otherwise.

If you cancel the subscription after the mentioned fourteen (14) day period, the subscription cancellation rules will apply and the subscription will not be renewed after the subscription period. Concrete information about the exact subscription cancellation period is available within your user account.

Model Cancellation Form

(complete and return this form if you wish to cancel a contract):

To:

Deftpower B.V.
Stadhoudersmolenweg 136
7317 AW Apeldoorn

E-mail: info@deftpower.com

I/We (*) hereby give notice that I/We (*) cancel my/our (*) purchase contract / contract for the provision of the following service or on-demand feature (*):

Ordered on (*)/received on (*):

Name of consumer(s):

Email address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper)

Date:

(*) Delete as appropriate

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