

Payment Authorisation

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This document applies between VoltStation B.V. ('VoltStation') and you ('User') each time you place a Rental Order via the App or Services. It forms part of the Terms of Use.

1. Purpose of this document

This document explains how VoltStation uses payment security, payment authorisations, pre-authorisations, SEPA Direct Debit and automatic charging or collection for Rental Orders. Different rules apply depending on the payment method selected in the App.

2. What is a pre-authorisation?

A pre-authorisation is a temporary reservation on your payment method. It is not an immediate final charge. By making a reservation, your bank or payment service provider checks whether there is sufficient available balance or credit to cover the estimated or maximum costs of your Rental Order. Pre-authorisation applies when you pay by debit or credit card, Apple Pay or Google Pay, where supported by the relevant payment method and payment service provider.

3. When do we reserve an amount?

When you place a Rental Order using a payment method that supports pre-authorisation, VoltStation may reserve an amount on your payment method before the rental starts. The reserved amount is shown in the App before you confirm the Rental Order. The maximum amount that may be reserved equals the total cap per Rental Order, which is the maximum charge for a single order and equals the replacement fee of EUR 29.99 inclusive of BTW, unless a different amount is shown in the App before confirmation. The actual charge at the end of your Rental Order will be based on your actual usage and will not exceed the total cap for that Rental Order.

4. When is an actual charge made?

After the Rental Order ends, the amount due based on the rates shown in the App is automatically charged, captured or collected through the payment method you selected and through VoltStation's payment service provider Stripe. Only the amount actually due is charged. The difference between the reserved amount and the final amount is not charged and will be released or lapse in accordance with the processes of your bank or payment service provider.

5. Release of a reservation

How quickly a reservation disappears from your account overview depends on your bank or payment service provider. This may range from a few hours to several business days. VoltStation generally has no direct influence over the release time. For questions about the exact release time, please contact your bank or payment service provider.

6. iDEAL | Wero and SEPA Direct Debit

Pre-authorisation is not technically supported by iDEAL | Wero. If you pay with iDEAL | Wero, no funds are reserved or blocked on your payment method. iDEAL | Wero may be used to verify your bank account and set up a SEPA Direct Debit mandate or similar payment authorisation for the current and future Rental Orders via your Account. A small initial verification or setup payment, for example EUR 0.01, may be made for this purpose. If you set up a SEPA Direct Debit mandate or similar payment authorisation, you authorise VoltStation to collect, through its payment service provider Stripe, the final amount due for the relevant Rental Order from your linked bank account. The order details shown in the App and any order confirmation may inform you of the expected amount. The SEPA Direct Debit notification email sent by Stripe may serve as advance notice of the collection, including the amount and expected collection date. After the Rental Order ends, the amount actually due is automatically collected through the linked

payment method. Processing and settlement of a SEPA Direct Debit may take several business days. Your bank statement may show the collection after the Rental Order has ended. SEPA Direct Debit is not a guaranteed payment method. A collection may fail, be refused by your bank, be reversed or remain unsettled for several business days. Statutory reversal or refund rights under SEPA Direct Debit rules may apply. If a validly owed amount is reversed, refused or charged back, the amount remains payable to VoltStation unless the charge was incorrect. The provisions of this document relating to the reservation of funds, release timing and the right to request release of reserved funds do not apply to iDEAL | Wero payments. The other provisions of this document apply to your Rental Order.

7. Limit for unsettled iDEAL | Wero orders

Because iDEAL | Wero payments are processed afterwards via SEPA Direct Debit and settlement may take several business days, VoltStation may allow you to have up to three Rental Orders paid via iDEAL | Wero that have not yet fully settled. Once this limit is reached, VoltStation may temporarily block new Rental Orders until one or more outstanding payments have settled or been paid.

8. Insufficient reservation, failed charge or failed collection

If a reservation, charge or collection cannot be executed in full, if a payment remains unsettled, or if a payment is reversed, refused, charged back or otherwise unpaid, VoltStation may ask you to choose another payment method or to settle the outstanding amount. While an amount remains outstanding, VoltStation may limit your use of the App or Services or block further Rental Orders until the outstanding amount has been settled.

9. Personal data

For payment processing, pre-authorisation, SEPA Direct Debit setup, automatic charging, collection and fraud prevention, we process transaction data, payment method tokens, technical data and limited account data as described in our Privacy Policy. VoltStation does not receive or store your full card number or CVV; these remain with the payment service provider. For more information, please refer to our Privacy Policy.

10. Your right to request release of reserved funds

Under EU payment services rules and applicable Dutch payment services legislation, blocked funds must generally be released without undue delay after the exact amount of the payment transaction is known and the payment order has been received by the payment service provider. The release of a reservation is handled by your bank or payment service provider, not directly by VoltStation. If you believe a reserved amount should be released, please contact your bank or payment service provider directly. VoltStation will cooperate with any reasonable request for information to support such a claim.

11. Questions and disputes

For questions about a reservation, charge or collection, please contact us at support@voltstation.app. If you dispute a transaction, submit your report as soon as possible and include the relevant Rental Order ID where available.

Language. This document is available in Dutch and English. If there is any discrepancy or inconsistency between versions, the Dutch version prevails.