

VoltStation

User Agreement and Terms & Conditions

Version: 18-04-2026

1. Who we are

VoltStation B.V. (hereinafter: 'VoltStation', 'we' or 'us') operates the VoltStation mobile app (the 'Platform') and makes power banks and the associated stations/cabinets available via the Platform (together: the 'Equipment').

Contact details:

- Address: Straatweg 29, 8535 WG Follega, The Netherlands
- Statutory seat: Groningen
- Chamber of Commerce (KvK): 97250325 | RSIN: 867969684 | VAT (BTW): NL867969684B01
- Email: support@voltstation.app
- Website: voltstation.app

2. Definitions

- Account: your personal user account on the Platform.
- Equipment: power banks, charging stations/cabinets and other hardware made available by VoltStation.
- Rental Order: the order you place via the Platform to unlock and use Equipment, including the applicable pricing and (if applicable) a pre-authorisation.
- Rental Period: the period from unlocking a power bank up to and including correctly returning it to a designated VoltStation station, or until the Rental Order is otherwise terminated by VoltStation in accordance with these Terms.
- Partner Location: a third-party location where Equipment is placed (e.g. hospitality venues, event locations).
- Consumer: a natural person acting for purposes outside their trade, business, craft or profession.
- Referral Programme: the optional programme described in Article 9 of these Terms, if and when made available in the Platform.

3. Scope and formation

These Terms apply to all use of the Platform and to each Rental Order. By creating an Account, logging in, placing a Rental Order, or otherwise using the Platform, you agree to these Terms.

A Rental Order is concluded when you confirm the unlock in the Platform and the payment/pre-authorisation (if applicable) has been accepted. The rates, any start fees, the maximum reserved amount (pre-authorisation) and other order details are shown in the Platform before confirmation and form part of the Rental Order.

If information in the Platform (e.g. rates or station-specific rules) deviates from these Terms, then the information shown in the Platform applies for that specific part, insofar as this does not conflict with mandatory law.

4. Conditions of use

- You are at least 18 years old.
- You use the Platform and the Equipment in accordance with the instructions in the app and on/near the station.

- You are responsible for all actions performed via your Account. Keep your login details secure and report misuse to VoltStation without delay.
- You use the Equipment with due care and return it after the Rental Period to a designated station.

5. Rental Order, pricing and payment

Rates are displayed in the Platform. A Rental Order may consist of a time-based fee (charged per 15-minute block), a daily cap, and a total cap per order (the maximum amount charged for a single Rental Order), as shown in the Platform before confirmation.

Payment is processed via the payment methods offered in the Platform, which currently include iDEAL | Wero, Google Pay, Apple Pay, and debit/credit card. VoltStation does not process full card numbers; payments are handled by an external payment service provider (Stripe).

All prices shown include Dutch VAT (BTW) at the applicable rate. No additional taxes are charged to consumers in the Netherlands.

6. Pre-authorisation

For certain payment methods we use a pre-authorisation: a temporary reservation on your payment method as security for payment of the Rental Order costs.

Pre-authorisation applies to card payments, Google Pay, and Apple Pay only. If you pay with iDEAL | Wero, no funds are reserved or blocked — payment is collected at the end of the Rental Order.

Where pre-authorisation applies, the reserved amount equals the total maximum charge per Rental Order (total cap), which is shown to all users in the Platform before confirmation. After completion of the Rental Order, only the amount actually due is charged. The remainder of the reservation lapses once your bank/payment service provider releases it; release times may differ per provider.

Additional details are set out in the separate Pre-authorisation agreement, which you accept before selecting your payment method when placing a Rental Order.

7. Loss, theft, damage and failure to return

You are responsible for the Equipment during the Rental Period.

Replacement fee. A replacement fee of €29.99 (inclusive of BTW) applies in the following situations: (a) a power bank is not returned to a designated VoltStation station within 72 hours of the start of the Rental Period; or (b) you confirm in the Platform that the power bank has been lost, stolen, or damaged to the extent that it cannot be returned. This amount equals the maximum charge per Rental Order (the total cap) and is shown in the Platform before you confirm your Rental Order. The replacement fee will not be charged in addition to the total cap for the same order.

Return disputes. If you believe a station has incorrectly registered an item as 'not returned', report this immediately via the Platform or by email to support@voltstation.app. We will investigate and correct the charge if our investigation confirms the error.

8. Right of withdrawal for distance contracts (consumers)

If you, as a Consumer, conclude a distance contract, you have a statutory cooling-off period (right of withdrawal) of 14 days. For services, this right applies until 14 days after the contract is concluded.

Because a Rental Order is performed immediately (you unlock and immediately use a power bank), we ask you when placing a Rental Order for your explicit consent to immediate performance. Once the service has

been fully performed, the right of withdrawal lapses. If the service has started but has not yet been fully performed, a reasonable fee may be due for the part already provided, insofar as permitted by law and you were clearly informed of this in advance.

To exercise your right of withdrawal (where applicable and before the service is fully performed), please contact us at support@voltstation.app. Please state your name, account details, and the Rental Order ID.

9. Referral Programme

VoltStation may offer a referral programme ('Referral Programme') via the Platform. If and when the Referral Programme is active, the following conditions apply.

9.1 Reward. When a person you refer through the Referral Programme ('your Friend') completes their first paid Rental Order, both you and your Friend will each receive a coupon for 30 minutes of free rental time ('Reward').

9.2 Trigger. The Reward is issued after your Friend's first paid Rental Order is successfully completed and the payment settled. No Reward is issued if the qualifying Rental Order is refunded, cancelled, or paid using an existing free coupon or promotion.

9.3 Validity. Each Reward coupon is valid for 90 days from the date of issue. After the expiry date, unused coupons lapse automatically and cannot be reinstated or exchanged for cash or other value.

9.4 Limit. One Reward coupon per qualifying Rental Order per account. Multiple coupons may not be combined on a single Rental Order, except as expressly permitted in the Platform. Coupons cannot be transferred to another account and have no cash value.

9.5 Eligibility and misuse. Both the referring user and the referred Friend must hold a valid Account in good standing. VoltStation reserves the right to withhold, reverse, or reclaim Rewards if there are indications of abuse, creation of fake or duplicate accounts, or circumvention of these conditions.

9.6 Modification. VoltStation may modify or discontinue the Referral Programme at any time. Where reasonably possible, notice will be given via the Platform. Coupons already validly issued will be honoured until their expiry date.

10. Availability and maintenance

We aim for continuous availability of the Platform and the Equipment, but cannot guarantee this. The Platform may be temporarily unavailable due to maintenance, malfunctions or causes beyond our control. Where possible, we will communicate planned maintenance in advance.

11. Conduct rules

- You may not use the Platform for unlawful purposes and you may not interfere with stations, hardware or software.
- You may not attempt to bypass security measures, manipulate QR codes or obtain unauthorised access.
- Where applicable, you may not submit content that is unlawful or infringes third-party rights.

12. Intellectual property

All intellectual property rights in the Platform, the software, trademarks and content belong to VoltStation or its licensors. You receive a personal, non-exclusive, non-transferable right to use the Platform for normal use in accordance with these Terms.

13. Liability

VoltStation is not liable for indirect damages (such as consequential loss, lost profits or missed savings), unless such exclusion conflicts with mandatory law. To the extent VoltStation is liable, liability is limited to the amount you paid for the relevant Rental Order, or (if higher) the amount paid out by our liability insurance, unless the damage is caused by intent or wilful recklessness on the part of VoltStation.

Nothing in these Terms limits liability where this is not permitted by law (e.g. for death or personal injury due to negligence, or mandatory consumer rights).

14. Complaints and support

You can report complaints or questions via the Platform or by email to support@voltstation.app. We aim to respond within 10 working days of receipt. Where possible, please include your transaction details and any relevant photographs to help us investigate.

If we are unable to resolve your complaint to your satisfaction, you may seek consumer information and guidance from ConsuWijzer (www.consuwijzer.nl), the consumer information service of the Dutch Consumer Authority (Autoriteit Consument & Markt). VoltStation does not currently participate in out-of-court dispute resolution via an accredited Alternative Dispute Resolution (ADR) body.

15. Changes

We may change these Terms. The most recent version is available in the Platform. In case of material changes, we will inform you via the Platform and/or by email. Changes do not apply retroactively to ongoing Rental Orders, unless required by law or safety.

16. Governing law and competent court

These Terms and each Rental Order are governed by Dutch law. If you are a Consumer and reside in the EU, you also retain the protection of mandatory consumer law provisions of your country of residence.

Disputes may be submitted to the competent court in the Netherlands, unless mandatory law designates a different court.

17. Final provisions

If any provision of these Terms is invalid, the remainder of the Terms remains in force. In that case, the parties will replace the invalid provision with a valid provision that most closely reflects the intent of the original provision.

Language. This document is available in Dutch and English. If there is any discrepancy or inconsistency between versions, the Dutch version prevails for the interpretation and enforcement of these Terms and any Rental Order.