



# TERMS OF SERVICE AND USE FOR THE IONITY APP, THE IONITY PAYMENT WEBSITE AND IONITY PASSPORT

## 1. CONTRACTUAL OBJECT

1.1 IONITY GmbH, Moosacher Str. 84, 80809 Munich, Germany (“**IONITY**”) is the operator of a Europe-wide ultrafast charging network for electric vehicles. These terms of service and use apply to the use of the IONITY app and the IONITY payment website as well as to the individual contracts concluded hereunder for the purchase of charging current and for IONITY PASSPORT contracts.

1.2 With the help of the mobile application IONITY app and the browser-based IONITY payment website payment.ionity.eu, IONITY enables drivers of electric vehicles who have full legal capacity and can enter into legally binding contracts (“**Users**”) to find, navigate to and charge at IONITY operated charging points (“**IONITY Charging Points**”).

1.3 The contractual partner of the User is:

IONITY GmbH, Moosacher Str. 84, 80809 Munich,  
Germany

represented by the managing directors

Jeroen van Tilburg and Torsten Kiedel

registered in the Commercial Register of the Local Court of  
Munich under HRB 234408

Phone: +49 89 414178585

E-mail: info@ionity.eu

Website: www.ionity.eu

- 1.4 IONITY reserves the right to change these terms of service and use with effect for the future, insofar as this is necessary to adapt to changed legal, technical, operational or other conditions. The User will be informed of such changes by way of a notification to the e-mail address on file in the user account and via the IONITY App. The changes to the terms of service and use are deemed to be accepted if the User does not object to them within six weeks after receipt of the notification of change by email to support@ionity.eu. IONITY will inform the User of the right to object and the legal consequences of silence together with the notification of change. If the User objects to the change or amendment of the terms of service and use, IONITY is entitled to terminate the IONITY app user agreement as well as the IONITY PASSPORT contract (if concluded) on the basis of these terms of service and use with a notice period of four weeks.
- 1.5 The language of this contract is: English.

## **2. TECHNICAL REQUIREMENTS AND MOBILE DATA**

- 2.1 IONITY will make the IONITY app available for download in app stores of the respective operators. In order to be able to download the IONITY app, the User must ensure that his or her smartphone fulfils the minimum technical requirements for the operating system software of the respective smartphone (Android or iOS) and the IONITY app. The applicable minimum requirements can be found on the IONITY website at support.ionity.eu.
- 2.2 Should IONITY discontinue support for older smartphone operating systems, IONITY will inform the User about this via the IONITY App four weeks in advance. The User may continue to use the IONITY app after an update of the operating system software.
- 2.3 In order to recharge his or her electric vehicle at IONITY Charging Points without prior permanent registration, the User can access the mobile IONITY payment website provided free of charge by manually entering the URL payment.ionity.eu in his or her web browser or by scanning the QR code attached to an IONITY Charging Point with a smartphone.

2.4 The unrestricted use of all functions of the IONITY app and the IONITY payment website requires that the User enables mobile data access on his or her smartphone. The User bears all costs in connection with mobile data arising from the use of the IONITY app or the IONITY payment website vis-à-vis his or her mobile phone provider.

### **3. GENERAL OBLIGATIONS OF THE USER**

3.1 The User is obliged to always use the IONITY Charging Points with due care and consideration.

3.2 The User is obliged to inform the IONITY customer service by phone of any damage or defects he or she notices at the IONITY Charging Points, insofar as this is reasonable and possible. The number of the IONITY customer service is stipulated in Clause 18 of these terms of service and use and is also displayed in the IONITY app and on the IONITY payment website.

3.3 If the User has caused damage to an IONITY Charging Point, the User is obliged to report the damage to the IONITY customer service by phone without undue delay, insofar as this is reasonable and possible. The User must follow the instructions of the IONITY customer service. In particular, the User may not leave the accident site without reporting the damage.

3.4 The User is prohibited from reading, copying or manipulating the source code of the IONITY app or the IONITY payment website. An intentional or negligent infringement of this prohibition or a well-founded suspicion of such an attempt entitles IONITY to terminate the IONITY app user agreement as well as the IONITY PASSPORT contract (if concluded) without notice. IONITY reserves the right to assert further claims.

### **4. CONCLUSION, TERM AND TERMINATION OF THE IONITY APP USER AGREEMENT**

4.1 In order to activate the IONITY PASSPORT in accordance with Clause 10 or to conclude individual contracts in accordance with Clauses 8 and 11 for the purchase of charg-

ing current via the IONITY app, the User must register via the IONITY app. The registration is carried out by creating a user account with all necessary and correct user data and the acceptance of these terms of service and use. Each User may only register once. There is no right to registration.

- 4.2 By successfully registering, the IONITY app user agreement is concluded between the User and IONITY in accordance with the provisions of these terms of service and use.
- 4.3 The IONITY app user agreement is concluded for an indefinite period of time. The User may terminate the IONITY app user agreement at any time with immediate effect by deleting his or her user account via the IONITY app. From the time of the deletion, the functions of the IONITY app are no longer available to the User. The termination of the IONITY app user agreement by the User does not affect the validity of an IONITY PASSPORT contract. The User can register again via the IONITY app (subject to Clause 4.5) to be able to use the IONITY PASSPORT again.
- 4.4 IONITY may terminate the IONITY app user agreement by providing at least four weeks' written notice if IONITY ceases to provide the IONITY app.
- 4.5 IONITY reserves the right to refuse the registration of a User as well as the activation of an IONITY PASSPORT and/or the conclusion of individual contracts if there is reasonable doubt about the User's compliance with these terms of service and use.
- 4.6 The right to termination without notice remains unaffected. IONITY may terminate the IONITY app user agreement at any time for good cause without notice, in particular if the User intentionally or negligently causes or attempts to cause damage to the IONITY app, its source code or an IONITY Charging Point.

## **5. USER ACCOUNT AND RIGHTS OF USE**

- 5.1 The User is obliged to keep the user data in his or her user account in the IONITY app up to date.
- 5.2 The User may not pass on his or her IONITY app registration

data to third parties. This also applies if the third party is itself a User of the IONITY app. If there is a reasonable suspicion that a third party may have obtained knowledge of the User's account password, the User must inform IONITY of this by phone via the IONITY customer service or by using the contact form of the IONITY support center via the IONITY app or the IONITY payment website and change his or her account password without undue delay.

- 5.3 The User is obliged to inform IONITY by phone via the IONITY customer service or by using the contact form of the IONITY support center via the IONITY app or the IONITY payment website without undue delay about the loss or theft of his or her smartphone linked to the user account or any other possibility of unauthorised access to the user account by third parties. In order to prevent abuse, IONITY will suspend access to the user account until the matter has been settled and inform the User of this via e-mail.
- 5.4 For the term of the IONITY app user agreement, the User is granted the free, non-exclusive, non-transferable and non-sublicensable right to use the IONITY app in accordance with these terms of service and use.
- 5.5 The User grants IONITY the non-exclusive, transferable and sub-licensable right of use, unlimited in time and content, for data which either does not contain any personal reference or which has been anonymised to the extent that a personal reference can no longer be established in accordance with applicable data protection laws.

## **6. BLOCKING OF THE USER ACCOUNT AND EXCLUSION FROM THE USE OF THE APP**

- 6.1 IONITY reserves the right to temporarily block a user account and exclude the User from the functions of the IONITY app,
- a) if data required for payments is missing or incorrect;
  - b) if the User defaults on payment of due amounts despite a prior reminder;
  - c) if the User breaches other material contractual obligations; or
  - d) if the User has lost his or her smartphone linked to the

user account, if it has been stolen or if there is any other possibility of unauthorised use of the user account by third parties.

- 6.2 As soon as the circumstance which led to the blocking is resolved and IONITY becomes aware of this, IONITY is obliged to lift the temporary blocking of the user account.
- 6.3 IONITY reserves the right to permanently block a user account and exclude the User from the functions of the IONITY app as well as to terminate the IONITY app user agreement pursuant to Clause 4.6 and the IONITY PASSPORT contract pursuant to Clause 10.6 of these terms of service and use,
- a) if the User has acted in significant breach of contract;
  - b) if the User reads, copies or manipulates the source code of the IONITY app or tries to read, copy or manipulate the source code of the IONITY app;
  - c) if the User repeatedly defaults on payment of due amounts despite several reminders; or
  - d) if the User has intentionally or grossly negligently provided incorrect information or concealed facts during registration or during the course of the use of the IONITY app and IONITY therefore cannot reasonably be expected to allow the use the IONITY app by the User.

## **7. CHARGING OF ELECTRIC VEHICLES**

- 7.1 As an operator of IONITY Charging Points, IONITY offers the User to enter into individual contracts via the IONITY app or via the IONITY payment website in order to purchase charging current at IONITY Charging Points. A prerequisite for the conclusion of individual contracts via the IONITY app is the prior, proper registration of the User. The IONITY payment website enables the User to enter into individual contracts without prior, permanent registration.
- 7.2 In order to charge an electric vehicle at an IONITY Charging Point, the electric vehicle to be charged must be equipped with a CCS (Combined Charging System) inlet or, if applicable, a CHAdeMO or Type2 AC inlet.
- 7.3 The User is obliged to obtain charging current only at those IONITY Charging Points the display and optical signals of

which indicate proper operation and which are shown as “available” in the IONITY app or on the IONITY payment website. If the User discovers defects or external damage to the IONITY Charging Point selected by him or her, the User is obliged to inform the IONITY customer service without undue delay by phone and to refrain from drawing charging current at the selected IONITY Charging Point.

- 7.4 IONITY grants no warranty, either express or implied, for the performance with which the User’s electric vehicle draws the charging current.
- 7.5 The User is entitled to park his or her electric vehicle in the car park assigned to the selected IONITY Charging Point for the duration of the charging process. Upon completion of the charging process, the User is obliged to remove the electric vehicle from the car park as soon as possible.
- 7.6 By drawing charging current at an IONITY Charging Point, the User undertakes to comply with all rules and instructions of IONITY. This applies regardless of whether these are displayed in the IONITY app or on the IONITY payment website, are attached directly to or are displayed in the spatial context of the IONITY Charging Points or are instructions from the IONITY customer service.

## **8. CHARGING VIA THE IONITY APP**

- 8.1 In order to recharge his or her electric vehicle at an IONITY Charging Point, the User can enter into individual contracts via the IONITY app to purchase charging current at the applicable rates and prices. By starting a charging process with obligation to pay in the IONITY app, an individual contract is concluded between IONITY and the User. IONITY reserves the right to make the charging process conditional to a successful credit assessment of the User.
- 8.2 The applicable prices are based on the tariff conditions of the country in which the User purchases charging current and are displayed to the User via the IONITY app before the conclusion of an individual contract. The prices and tariffs can also be accessed on the IONITY website.
- 8.3 IONITY will issue an invoice to the User after the end of

the charging process, in which the purchased current, the charging time and the amount owed, including the legally owed VAT, are set out. The invoice will be sent to the email address on file in the user account and can be accessed in the user account via the IONITY App. In order to receive an invoice issued to his or her address, the User must enter his or her address in the user account.

## **9. CHARGING VIA THE IONITY PAYMENT WEBSITE**

- 9.1 In order to recharge his or her electric vehicle at an IONITY Charging Point, the User can use the IONITY payment website to enter into individual contracts for the purchase of charging current at the applicable rates and prices. By starting a charging process with obligation to pay on the IONITY payment website, an individual contract is concluded between IONITY and the User. IONITY reserves the right to make the charging process dependent on a successful credit assessment of the User.
- 9.2 The applicable prices are based on the tariff conditions of the country in which the User purchases charging current and are displayed to the User via the IONITY payment website before the conclusion of an individual contract. The prices and tariffs can also be accessed on the IONITY website.
- 9.3 IONITY will issue an invoice to the User after the end of the charging process, in which the purchased current, the charging time and the amount owed, including the legally owed VAT, are set out. The User has the option to have the invoice sent to an email address which can be entered manually. In order to receive an invoice issued to his or her address, the User must provide his or her address.

## **10. IONITY PASSPORT CONTRACTS**

- 10.1 The IONITY PASSPORT authorises the User to enter into individual contracts for the purchase of charging current at IONITY Charging Points in accordance with Clause 11 at the rates and prices applicable for this purpose by paying a monthly fee (“**Basic Fee**”). IONITY PASSPORT can only be used in connection with the IONITY app. The User has the



choice between two different IONITY PASSPORT contracts: IONITY PASSPORT Motion and IONITY PASSPORT Power.

- 10.2 The applicable rates and prices are displayed to the User via the IONITY app before the respective IONITY PASSPORT is activated. The amount of the Basic Fee is based on the tariff conditions of the country in which the User is resident as evidenced by the address on file in his or her user account.
- 10.3 The monthly Basic Fee to be paid by the User enables access to the IONITY charging network in accordance with the rates and prices applicable to the respective IONITY PASSPORT for the purchase of charging current and is used for maintenance and servicing of the operation of the network. The Basic Fee is not a charge for purchased charging current. The Basic Fee for the respective IONITY PASSPORT will be invoiced monthly by IONITY on the day of paid activation of the respective IONITY PASSPORT (“**Billing Date**”). The next Billing Date will be displayed to the User in his or her user account under “IONITY PASSPORT” as “Next Billing Date”.
- 10.4 By activating an IONITY PASSPORT via the IONITY app with obligation to pay, a contract is concluded between IONITY and the User for the respective selected IONITY PASSPORT. The User receives an order confirmation via the IONITY App and to the email address on file in his or her user account.
- 10.5 The term of the IONITY PASSPORT contract is indefinite.
- 10.6 IONITY and the User may terminate the IONITY PASSPORT contract at any time with effect from the next Billing Date. Until the next Billing Date, the IONITY PASSPORT contract shall remain in effect, allowing the User to continue using the terminated IONITY PASSPORT contract until then.
- 10.7 The right to terminate without notice for good cause remains unaffected.
- 10.8 The User may terminate the IONITY PASSPORT contract by notification in text form, e.g. by email to support@ionity.eu or in the user account of the IONITY app. IONITY may terminate the IONITY PASSPORT contract by notification in text form to the User, e.g. by e-mail to the email address on file in the user account of the User.

- 10.9 IONITY will issue, on the Billing Date, a monthly invoice to the User which will set out the Basic Fee owed, including the legally owed VAT. The invoice is sent to the email address on file in the user account and can be accessed via the user account in the IONITY app.
- 10.10 In the event that a debit of the monthly due Basic Fee is not possible, despite several attempts, for reasons for which the User is responsible, IONITY reserves the right to refuse the User the conclusion of individual contracts for the purchase of charging current according to Clause 11 until the due Basic Fee has been paid by the User.
- 10.11 The User can switch to a new IONITY PASSPORT contract with a higher Basic Fee at any time in the user account of the IONITY app by activating it with a payment obligation, which automatically replaces the previous IONITY PASSPORT contract with a lower Basic Fee. The User will receive an order confirmation both in the IONITY app and to the email address registered in the user account. The switch to the IONITY PASSPORT contract with a higher Basic Fee will be implemented immediately and displayed to the User in the app. The Billing Date will be recalculated upon switching to the IONITY PASSPORT contract with a higher Basic Fee in accordance with Clause 10.3. The already paid lower Basic Fee for the billing period under the previous IONITY PASSPORT contract will be proportionally offset once in the new invoice with the now due higher Basic Fee for the new IONITY PASSPORT contract (example: A User enters into an IONITY PASSPORT Motion contract on April 16th and receives an invoice on April 16th for the monthly Basic Fee amounting to GBP 5.49. On April 19th, the User switches to the IONITY PASSPORT Power contract with a higher monthly Basic Fee amounting to GBP 10.50. The already paid lower Basic Fee will be offset with the invoice dated April 19th as follows:  $\text{GBP } 10.50 \text{ minus } (\text{GBP } 5.49 \text{ divided by } 30 \text{ days multiplied by } 27 \text{ days})$  (27 days corresponds to the unused duration of the IONITY PASSPORT Motion contract) = GBP 5.56. The User will therefore be invoiced GBP 5.56).
- 10.12 The User may switch to a new IONITY PASSPORT contract with a lower Basic Fee by activating it with a payment obli-

gation in the user account of the IONITY app, effective from the next Billing Date. This new IONITY PASSPORT contract will replace the previous IONITY PASSPORT contract with a higher Basic Fee. The User will receive an order confirmation both in the IONITY app and to the email address registered in the user account. The corresponding switch will be noted in the IONITY app, but will only take effect from the next Billing Date.

## **11. CHARGING WITH AN IONITY PASSPORT**

- 11.1 The IONITY PASSPORT authorises the User to enter into individual contracts for the purchase of charging current at the applicable rates and prices in order to charge his or her electric vehicle at an IONITY Charging Point. By starting a charging process with obligation to pay in the IONITY app, an individual contract is concluded between IONITY and the User. IONITY reserves the right to make the charging process dependent on a successful credit assessment of the User.
- 11.2 The applicable prices are based on the tariff conditions of the country in which the User purchases charging current and are displayed to the user via the IONITY app before the conclusion of an individual contract. The prices and tariffs can also be accessed via the IONITY website.
- 11.3 IONITY will issue an invoice to the User after the end of the charging process, in which the purchased current, the charging time and the amount owed, including the legally owed VAT, are set out. The invoice will be sent to the email address on file in the user account and can be accessed via the user account in the IONITY app. In order to receive an invoice issued to his or her address, the User must enter his or her address in the user account.

## **12. INVOICING AND PAYMENT CONDITIONS**

- 12.1 The IONITY PASSPORT Basic Fee as well as all charging processes carried out via the IONITY app or the IONITY payment website will be charged to the User.

- a) The amount for the charging processes is due for payment immediately.
- b) The IONITY PASSPORT Basic Fee is due immediately upon receipt of the corresponding invoice.

12.2 IONITY cooperates with payment service providers to handle the payment process. Payments are made in accordance with the payment method chosen by the User. By selecting a payment means, the User confirms that he or she is entitled to dispose of the specified payment means by direct debit. In order to confirm the existence and validity of the payment means, an amount is temporarily reserved on the payment means selected by the User (pre-authorisation).

12.3 The User is solely responsible for the choice of his or her payment method. In particular, the User is obliged to ensure that his or her means of payment is sufficiently covered and that his or her payment data is up to date. IONITY reserves the right to charge the User for payments which cannot be processed or can only be processed with additional efforts due to insufficient funds or for other reasons for which the User is responsible.

12.4 IONITY reserves the right to assign claims from the IONITY PASSPORT contract or individual contracts to a third party for the purpose of debt collection. The User will be informed of such an assignment in due time. In this case, the User may only make payments to the assignee with debt-discharging effect, whereas IONITY remains responsible for general user enquiries.

12.5 The User can only offset his or her own claims against the claims of IONITY if the counterclaim of the User is undisputed, has been finally determined by a court or is synallagmatic to the claims of IONITY. The User can only assert a right of retention if his or her counterclaim is undisputed, has been finally determined by a court, is synallagmatic to the claims of IONITY or arises from the same contractual relationship.

## **13. LIABILITY OF IONITY**

- 13.1 For damages which IONITY, its representatives or its vicarious agents have caused intentionally or through gross negligence, IONITY is liable according to the statutory regulations.
- 13.2 In case of simple negligence IONITY is liable
- a) for damages resulting from injury to life, body and health; and
  - b) for damages resulting from the breach of a material contractual obligation, limited to an amount of the foreseeable damage typical for the contract. Material contractual obligations are those the fulfilment of which is material for the proper performance of the contract and on the compliance of which the User may regularly rely.
- 13.3 The above limitations of liability also apply in favour of persons for whose fault IONITY is responsible according to the statutory regulations. They do not apply if IONITY has fraudulently concealed a defect or assumed a guarantee or for claims pursuant to the German Product Liability Act (Produkthaftungsgesetz).
- 13.4 The liability of IONITY for infringements of the data protection regulation (Article 82 GDPR) remains unaffected. Further details can be found in the Privacy Policy, which is available via the IONITY website.
- 13.5 IONITY undertakes to endeavour to provide an error-free and a high-quality service to the User. However, IONITY does not warrant a specific service quality, a specific performance with which the User's electric vehicle draws the charging current or the usability of Charging Points. IONITY does not warrant that the data in the IONITY App or on the IONITY payment website with regard to the IONITY Charging Points and the charging process, except for the displayed rates and prices, is complete, correct and/or up-to-date. This also applies in particular in the event that an IONITY Charging Point is incorrectly marked as functional and/or not in use.
- 13.6 IONITY also does not warrant that the IONITY Charging Points, the IONITY app and the IONITY payment website will be available 24 hours a day and reserves the right to car-

ry out updates, maintenance, necessary repairs and other measures to protect Users and/or improve the functionality and the quality of service, even if this means a temporary suspension of operation or functionality.

## **14. LIABILITY OF THE USER**

The User is liable to IONITY according to the statutory regulations.

## **15. DATA PROTECTION**

15.1 IONITY collects, stores and processes the User's personal data necessary for the business transaction.

15.2 With regard to the details and scope of the collection, storage and processing of the User's personal data, reference is made to the Privacy Policy.

15.3 For further details, please refer to the Privacy Policy available on the IONITY website.

## **16. FINAL PROVISIONS**

16.1 Should one of the provisions of these terms of service and use be or become invalid, this shall not affect the validity of the remaining provisions.

16.2 If the User is an entrepreneur within the meaning of § 14 German Civil Code (Bürgerliches Gesetzbuch), a legal entity under public law or a special fund under public law the exclusive place of jurisdiction for all claims arising from and in connection with the use of the IONITY App or the IONITY payment website, these terms of service and use, the IONITY PASSPORT contract, or the individual contracts concluded for the purchase of charging current is Munich, Germany. If the User is a consumer within the meaning of § 13 German Civil Code (Bürgerliches Gesetzbuch), the statutory regulations on the place of jurisdiction apply.

16.3 All disputes arising from or in connection with the use of the IONITY app or the IONITY payment website, these terms of service and use, the IONITY PASSPORT contract, or the in-

dividual contracts concluded for the purchase of charging current are exclusively governed by the laws of the Federal Republic of Germany. If the User is a consumer within the meaning of § 13 German Civil Code (Bürgerliches Gesetzbuch) and mandatory provisions of the law applicable at the consumer's habitual place of residence apply, such mandatory provisions shall take precedence to the extent that they are more favourable to the consumer.

16.4 IONITY is not legally obliged to take part in the consumer dispute resolution procedure according to the German Act on Alternative Dispute Resolution in Consumer Matters (Verbraucherstreitbeilegungsgesetz). IONITY refrains from a voluntary participation within the meaning of § 36 paragraph 1 number 1 German Act on Alternative Dispute Resolution in Consumer Matters (Verbraucherstreitbeilegungsgesetz).

## **17. RIGHT OF REVOCATION FOR USERS OF THE IONITY PASSPORT**

With regard to the IONITY PASSPORT according to Clause 10, consumers have a right of revocation within the meaning of § 13 German Civil Code (Bürgerliches Gesetzbuch). A consumer pursuant to § 13 German Civil Code means every natural person who enters into a legal transaction for purposes that predominantly are outside his or her trade, business or profession. The User is hereby informed about his or her right of revocation as follows:

### **REVOCATION INSTRUCTION**

#### **Right of Revocation**

You have the right to revoke this contract within fourteen days without giving reasons.

The revocation period is fourteen days from the date of the conclusion of the contract.

In order to exercise your right of revocation, you must inform us (IONITY GmbH, Moosacher Str. 84, 80809 Munich, Germa-

ny, Tel: +49 89 44255071, E-Mail: support@ionity.eu) by means of an unambiguous declaration (e.g. a letter sent by post, fax or e-mail) of your decision to revoke this contract. You may use the attached sample revocation form for this purpose, but this is not mandatory.

In order to comply with the revocation period, it is sufficient to send the notification of the exercise of the right of revocation before the end of the revocation period.

### **Consequences of Revocation**

If you revoke this contract, we shall reimburse you for all payments we have received from you, including delivery charges (other than any additional charges arising from you choosing a different method of delivery compared to the cheapest standard delivery offered by us), without undue delay and no later than fourteen days from the date on which we receive notice of your revocation of this contract. We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund.

If you have requested that the services should commence during the revocation period, you shall pay us a reasonable amount corresponding to the proportion of the services already provided by the time you inform us of the exercise of the right of revocation in respect of this contract compared to the total amount of services provided for in the contract.

### **End of the Revocation Instruction**

(If you want to revoke the contract, please fill out this form and send it back.)



## Sample Revocation Form

To  
IONITY GmbH  
Moosacher Str. 84  
80809 Munich  
Germany  
Phone: +49 89 44255071  
E-mail: support@ionity.eu

### **Revocation**

I/we (\*) hereby revoke the contract concluded by me/us (\*) for the purchase of the following goods (\*)/the provision of the following service (\*):

Order number/Order:

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

Name of the consumer(s):

Address of the consumer(s):

---

Signature(s) of the consumer(s)  
(only in case of communication on paper)

Date:

(\*) Delete as appropriate.

## 18. CONTACT

For inquiries, comments, complaints or to make other statements, Users can contact IONITY customer service by email to [support@ionity.eu](mailto:support@ionity.eu) or by phone as follows

<b>Country</b>	<b>Hotline phone number</b>
Austria	+4313580560
Belgium	+3228997267
Croatia	+38515544276
Czech Republic	+42022537947
Denmark	+4578795268
Estonia	+3726683081
Finland	+358942550651
France	+33187210891
Germany	+498944255071
Hungary	+3618480302
Ireland	+35316917020
Italy	+390260063068
Latvia	+37162444271
Lithuania	+37052595164
Netherlands	+31207082896
Norway	+4721959277
Poland	+48221521242
Portugal	+351308803137
Slovakia	+421232179061
Slovenia	+38618282117
Spain	+34911797628
Sweden	+46855766802
Switzerland	+41435501449
United Kingdom	+442038850100