

PAYMENT CANCELLATION AND SERVICE REFUND POLICY

If the charging service for your electric vehicle has not been provided or has not been fully provided, we offer the option to cancel your payment or request a refund under certain conditions to ensure your satisfaction.

Payment cancellation

Cancellation refers to the withdrawal of funds before the service has been provided i.e., before the charging session has taken place.

A registered user (who deposits funds to their account in accordance with the General Terms of Use of the app) cannot cancel a payment made during registration or any additional payment made during charging by requesting a refund from the bank (regardless of whether the charging service was used or not). Refunds for unused deposited funds can only be requested by contacting the Charge&GO Customer Service with a request for cancellation and refund.

Once the request has been processed, Customer Service will review the Charging History and inform the user of the outcome, the refund amount, and the next steps.

Service refund

Please carefully read the following refund conditions:

1. Conditions and procedure for refunds

To qualify for a refund, the charging service must have been charged but not provided, which our team will verify via the Charging History. Users agree to submit and resolve any refund requests related to services provided by Charge&GO, as well as requests for the return of unused funds from the user account, exclusively through Charge&GO based on this Refund Policy.

Refund requests must be submitted within 14 days from the date of the transaction.

To request a refund, please email our customer support at podrska@chargego.rs. The refund request must briefly explain the reason for the refund and include the invoice for the completed and charged charging session received via email. Our support team will provide the necessary assistance and assess whether the conditions for a refund are met.

Charge&GO applies its refund policy based on individual case review and assessment.

Once your refund request is received and confirmed to meet the refund conditions, we will process the refund to your account. Refunds are usually processed within 5 business days from the date the refund is approved. For registered users, the funds will be returned to their Charge&GO account. For unregistered users, the refund will be made to the bank account linked to the payment card used.



Special notes on card refunds

In the event of an approved refund, Charge&GO is obligated to process the refund exclusively via VISA, EC/MC, or Maestro payment methods, which means the bank will return the funds to the cardholder's account upon Charge&GO's request.

2. Request for return of unused funds on user account

Users who wish to refund unused funds from their Charge&GO account can do so only by deleting their user account. The account deletion procedure is available and explained in Section 12, "Account Deletion," of the General Terms of Use of the application.

For any additional questions or information, feel free to contact us at +381 11 715 85 99, Monday through Friday from 8 AM to 4 PM, or via email at podrska@chargego.rs.

We reserve the right to amend this Refund Policy at any time without prior notice. Your continued use of our services after any changes constitutes acceptance of those changes.