Terms of Use of the Audi charging Charging Service

Version dated: September 2026

1. Scope of application, conditions of registration

1.1 These terms of use of the Audi charging Charging Service ('Terms of Use') govern the use of the Audi charging Charging Service, which allows charging of electric vehicles at public charging points ('Audi charging Charging Service').

1.2 Any customer who is fully legally competent to validly enter into contracts ('Customer') and domiciled or ordinarily resident or having their place of business in the European Union, Switzerland, the UK or Norway may register and use Audi charging Charging Services subject to these Terms of Use.

1.3 The contracting partners for the charging service are: Elli Mobility GmbH, Karl-Liebknecht-Str. 32, 10178 Berlin, Germany, registered in the Commercial Register of the District Court of Charlottenburg under HRB 274616 B ("Elli"), phone no.: 00800 355 411 11, e-mail address: info@elli.eco, cf. Item 4.4.

1.4 The Audi charging Charging Service is used via the myAudi ('App'), a mobile application provided to the Customer by Audi AG, Auto-Union Straße 1, 85057 Ingolstadt, Germany, entered in the register of companies at Ingolstadt, Germany, under the register No. HRB 1 ('Audi AG'), for download via an app store from the relevant provider. The registration for and use of App are not subject to these Terms of Use but are subject to terms and conditions for the App agreed separately with Audi AG.

1.5 The Audi charging Charging Service only covers the charging stations displayed in the App ('Connected Charging Infrastructure'). The Audi charging Charging Service enables the Customer to charge electric vehicles at Connected Charging Infrastructure in the entire territory of use (cf. Item 1.2) via the App, via an RFID card issued by Elli (see Item 4.1 for more details) or via the Plug & Charge Functionality (authentication via the vehicle).

1.6 The latest versions of these Terms of Use can be viewed in the App as well as additionally saved and printed under this link. Previous versions of the Terms of Use can neither be viewed under the link nor in the App. The texts of the contracts concluded by the Customer according to previous Terms of Use will not be stored for access by the Customer.

1.7 Contracts according to these Terms of Use can be concluded in the official language(s) of Customer's domicile or place of ordinary residence.

2. Amendments to these Terms of Use, plans or prices

2.1 Elli reserves the right to amend these Terms of Use and the agreed tariff provisions (for more details see section 3.3) (together "Terms") - with the exception of prices, to which section 2.2 applies - in the future. Reasons for such a change are usually: improvement of the services, increase of the security of the customer or Elli, other market conditions or a changed legal situation. In any case, the interests of the customer will be taken into account in the event of a change. The following applies to a change to the terms and conditions:

(a) With a notice period of at least 6 weeks prior to the commencement of the validity of the new terms, Elli shall notify the customer of the new terms and conditions in text form.

(b) The customer has the right to object to the changes in text form until the conditions come into force. Dispatch of the objection is sufficient to meet the deadline.

(c) If the customer does not object in due time in accordance with point (b), the new terms and conditions shall be deemed accepted and contractually agreed.

(d) If the customer objects in due time within the meaning of point (b), Elli has a special right of cancellation for the entire contract.

(e) As part of the declaration in accordance with point (a), Elli will inform the customer of their right to object in accordance with point (b) and that silence is deemed to be acceptable.

2.2 Elli reserves the right to adjust the charging prices shown in the Plan (cf. Item 3.3) - in a way deemed reasonable for the Customer - only to the extent necessary to compensate cost and price increases at Elli's expense (e.g. increase of Elli's purchase prices, increase of taxes or duties affecting the procurement, transfer, distribution, transit, grid usage or consumption of charging current or other charges arising from statutory, legally ordained or official provisions affecting the procurement, transfer, distribution, transit, grid usage or consumption of charging current). Elli shall inform the Customer of the intended amendments expressly via email. The amendment becomes effective if the Customer confirms the amendment or if the customer does not deactivate the automatic renewal of the subscription. In case the customer does not confirm the amendment, they will not become effective for the customer. In this case Elli reserves the right to terminate the contract with a termination notice of one month. If the customer chooses not to stop the auto-renewal the contract will be prolonged with the new prices. If the customer deactivates the automatic renewal the new prices will not apply, because the contract will not be newly concluded.

3. Registration and requirements; concluding the contract and selecting a plan

3.1 To use the Audi charging Charging Service, the Customer requires a 'Audi ID', a centralized digital user account and privacy management tool. Audi ID is provided to the Customer by Audi AG, Auto-Union Straße 1, 85057 Ingolstadt, Germany, entered in the register of companies at Ingolstadt, Germany, under the register No. HRB 1 ('Audi AG'). The registration for and use of Audi ID are not subject to these Terms of Use but are subject to terms and conditions for Audi ID agreed separately with Audi AG.

3.2 To register for the Audi charging Charging Service, the Customer must agree to the use of data already stored in their Audi ID and fill in the additional necessary information. The Customer must ensure that the information is accurate and complete. In particular, as communication with the Customer will include email correspondence, the Customer must have a valid email address and access to the associated email account. Once registered, the Customer will receive an email at the email address provided for the user account confirming the receipt and details of registration.

3.3 When ordering the Audi charging Charging Service, the Customer may choose between different charging tariffs ('Plans'). Details of the Plans can be found in the Plan specifications and are displayed during selection.

3.4 Once a Plan has been selected, the Customer must save a valid payment method for processing payments and transactions. Once the payment method has been validated, the Customer may complete the order by confirming acceptance of these Terms of Use.

3.5 The Customer will receive an email at the email address provided for the user account confirming the order and displaying the contract details (including the selected Plan) and

containing these Terms of Use ('order confirmation'). The order confirmation is also the automatic confirmation of the receipt of your order. The contract shall take effect when the order confirmation becomes available in the Customer's email account.

3.6 In the event of disconnection or deletion of the Audi ID, the use of the Audi charging Charging Service is no longer possible. Customer care will also no longer be available. If the Customer has an ongoing charging contract with Elli, the Audi ID cannot be disconnected or deleted, as this is required to provide the services. The Customer must first of all terminate their contract in due time in line with their contract periods before they can delete or disconnect their Audi ID (see Item 10 for more details on termination).

4. Scope of service, charging sessions, access to charging infrastructure, service restrictions

4.1 On conclusion of the contract, the Customer is able to carry out charging sessions at Connected Charging Infrastructure located via the App in the coverage area and purchase power. Alternatively, the Customers can authenticate their identity using a card with the radio-frequency identification function ('RFID card') sent by Elli to the Customer by post and use this to carry out charging sessions. Before using the RFID card for the first time, the Customer must activate the RFID card in the App. Following activation, the RFID card is enabled for use at Connected Charging Infrastructure. In some cases, the card is not enabled immediately, and there is a time lag in the duration of up to one week. In addition, the customer can also authenticate their identity via the vehicle using the Plug & Charge functionality if the vehicle supports this function. The installation of the necessary certificate in the vehicle must be carried out via the app of the respective vehicle manufacturer before the charging process begins. The customer can obtain more information on this from the seller of the vehicle or directly from the car manufacturer.

4.2 In rare cases authentication not initiated via the app might be possible at the stations, where no price preview can be shown in the mobile app. Prices at such stations are in accordance with Item 8.2.

4.3 The charging contract entitles the customer to conclude individual contracts in accordance with Item 4.4 and, upon concluding individual contracts, to purchase electricity from Elli (cf. Item 4.4). Customers cannot charge on their own behalf with charging point operators under the contract and the rates under the related plan.

4.4 Individual Agreements regarding the purchase of power ("Individual Agreements") are concluded according to these Terms of Use at Connected Charging Infrastructure between Elli and the Customer.

4.5 An Individual Agreement on the charging session shall enter into force between Elli (cf. Item 4.4) and the Customer. On conclusion of the Individual Agreement, the Customer is entitled to purchase power from Elli (cf. Item 4.4) at the charge point. While carrying out the Charging session power is supplied to Elli by the operator of the Connected Charging Infrastructure immediately before (within a logical second) such power is supplied to the Customer by Elli.

4.6 Elli shall make every reasonable effort to ensure full availability of the Audi charging Charging Service and to restore said availability without undue delay in the event of a disruption. Cases of force majeure (military conflicts, natural disaster, industrial disputes, epidemic, pandemic, embargo, terroristic acts, etc.) or necessary maintenance, repairs, updates or other work on the technical equipment belonging to either Elli or a third party (particularly the relevant operator's charging infrastructure) used to provide data, content, information or transmission capacities may nevertheless result in unavoidable, temporary disruptions or reductions in performance (speed) of

the Audi charging Charging Service. In addition, intensive simultaneous use of the Audi charging Charging Service or the Connected Charging Infrastructure by many participants can lead to reduced performance (speed) of the Audi charging Charging Service.

4.7 Elli isnot responsible for the functioning of the charging infrastructure shown in the App. Elli cannot ensure availability of or access to specific public charging points (cf. Item 14.4).

4.8 The customer is not permitted to charge vehicles at publicly accessible charging points that the customer operates himself (possibly via a company) using the Audi charging tariff. This also applies if the customer is personally known to or related to the charging point operator or uses the charging tariff commercially in any other way or supports this use. This does not affect the customer's right to use charging stations operated by him/herself that are exclusively for his/her own use.

5. Mobile data connection

5.1 Using the Audi charging Charging Service on the App requires a fully working and sufficiently charged mobile device.

5.2 The creation of the mobile data connection via mobile data between the App and the internet is the sole responsibility of the Customer and is not part of the Audi charging Charging Service. A SIM card with activated data option and a valid mobile telephone contract is required and is the sole responsibility of the Customer.

5.3 Only the terms and conditions agreed between the Customer and the Customer's telecommunications provider in their mobile telephone contract shall apply to use of the SIM card /mobile data connection; this shall apply in particular with respect to incurred connection and roaming charges. The Customer is recommended to choose a mobile telephone plan with a sufficient data allowance and these are not the responsibilities of Elli.

5.4 The mobile data connection and its performance (speed) depend on factors that are outside the control and performance obligations of Elli. These include, in particular:

1. adequate mobile reception at the location of the vehicle, 2. presence of interference, impairment or interruption of the mobile reception caused by tunnels, garages, underpasses or other interfering influences (weather conditions such as thunderstorms, disrupting equipment, buildings, bridges or hills, high usage levels in the mobile network for the cell in question etc.).

5.5 Use of the Audi charging Charging Service using the RFID card or the Plug & Charge functionality shall remain unaffected.

6. Usage rights

The Customer is granted a non-exclusive, non-transferable and non-sublicensable right to use the Audi charging Charging Service in accordance with these Terms of Use. The Customer is not entitled to provide third parties with access to the Audi charging Charging Service via the App, the RFID card, or the Plug & Charge functionality. Use is territorially limited to the European Union, Switzerland, the UK and Norway.

7. The Customer's responsibilities

7.1 The Audi charging service is intended for personal use only. The service may be used exclusively for the charging of electric passenger vehicles that are privately used for non-commercial purposes. Any other use of the service for any purpose whatsoever is expressly

prohibited. Customers are required to use the Audi charging service strictly for personal, non-commercial purposes.

Account sharing is prohibited. For the purposes of these Terms of Use, an "Account" means the personal, non-transferable user account created by the Customer to access and use the Audi charging service. Account sharing includes, in particular,

- sharing Account login credentials (such as username or password) with any third party,
- using or sharing a single RFID card for the charging of more than one vehicle on a regular basis.

We reserve the right to exclude customers from the charging service by blocking or terminating their account following an independent review should they violate these terms. This also applies to any other unusual use of the charging service, in particular if the regular monthly charging volume exceeds 300 kWh. The independent review takes into account factors such as the frequency of the charging volume being exceeded and the extent to which this is exceeded, the total amount of electricity charged, registration data, and other usage patterns. The customer will be notified when his/her account is blocked or terminated.

7.2 When using the Audi charging Charging Service, the Customer must comply with general statutory regulations, in particular the applicable road traffic laws and regulations, and observe traffic signs.

7.3 The Customer is responsible for ensuring before the start of a charging session that purchasing a charging session via the App is available for the charging station in question. For full functionality of the Audi charging Charging Service, the Customer must activate the GPS function in the settings menu of their mobile device. The Customer may deactivate the GPS function again at any time or carry out their charging sessions using only the RFID card or the Plug & Charge functionality.

7.4 The Customer is responsible for starting, running and ending the charging session in an orderly manner. The Customer undertakes to use the charging infrastructure with care and for the intended purpose. In particular, the Customer shall observe the conditions for using the individual charging stations.

7.5 In the event of theft or loss of a RFID card, the Customer must deactivate the missing RFID card immediately via the App. All costs for charging sessions incurred prior to deactivation of the RFID card which was culpably delayed shall be borne by the Customer.

7.6 The Customer is aware that parking time at public charging point may be limited by the infrastructure owner's terms and conditions as well as locally applicable road traffic or other regulations. The Customer therefore undertakes to vacate the charging infrastructure mentioned in Item 41 of these Terms of Use and/or associated parking spaces within 30 minutes after completing a charging session; under all circumstances, continuous connection to an AC charging station may not exceed 12 hours and continuous connection to a DC charging station may not exceed four hours. The Customer shall be liable vis-à-vis Ellifor all costs arising from infringement, if Customer culpably breaches this provision.

7.7 The plans agreed with the customer may not be transferred to third parties. The customer is obligated to inform Elli in writing of any change of domicile or ordinary place of residence abroad at least four weeks before the move.

8. Plans and prices

8.1 Prices are determined by the Plan selected by the Customer in the App. The applicable Plans and prices can be viewed in the App.

8.2 Charging sessions at Connected Charging Infrastructure that fall under Item 4.2 during time of authentication, may be priced at a different price point. Detailed information can be found in the applicable conditions for the selected Plan.

8.3 Before the Customer starts a charging session, the price components for such charging session (e.g. amount per kW/h or per minute) according to the agreed tariff plan are displayed in the App. This also applies if the Customer uses the RFID card or the Plug & Charge functionality. Charging sessions shall be exclusively subject to the price components displayed in the App. Price Indications at Connected Charging Infrastructure may differ from the price components displayed in the App and do not apply to the charging sessions carried out according to these Terms of Use.

8.4 All prices and price components stated and displayed include statutory VAT and are thus final prices. This shall form the basis for a binding final invoice.

8.5 The user can view the charging sessions including the final charging time and volume in the App's charging history once the charging session data has been transmitted by the charge point operator to Elli. Depending on the charge point operator, the transmission of such data may be delayed and may not occur immediately after the completion of the charging process. Such charging session data, once received, forms the basis for Elli’s invoicing.

8.6 Time-limited 'credit' as part of special Plans/promotions is not transferable, cannot be paid out and shall expire at the end of the contract period stated in the Plan, even if not all of it has been used.

8.7 Special discounts may be offered from time to time, to which special conditions might apply according to the offer.

8.8 An additional invoice shall be created for charging sessions which take place during the contract period but are only recorded for invoicing purposes after the contract period has come to an end. The contractual and payment conditions in place in accordance with the relevant agreed Plan shall apply at the time of the charging session.

9. Billing and payment conditions

9.1 All charging sessions carried out via the app, the customer's RFID card, or the Plug & Charge function will be billed to the customer. Before starting a charging session via the app, it is possible to pre-authorize an amount on the payment method stored by the customer. The customer will be shown whether an amount has been pre-authorized and what amount has been pre-authorized before the start of the charging session. Following billing, the actual amount owed for the charging session is billed to the payment method. If the invoiced amount is lower than the pre-authorized amount, the difference will be released. If the invoiced amount is higher than the pre-authorized amount, the difference will be debited subsequently. After each charging session, the customer receives an invoice by e-mail in line with the country-specific requirements. The invoice also shows all amounts redeemed and charged in relation to voucher codes or other discounts stored in the app. The charging sessions can also be displayed in the app. Charging sessions may be invoiced up to three months after the charging session has been completed owing to possible delays in the transfer of data required for invoicing by the charging station operators.

9.2 Subsequent invoicing expressly does not imply any crediting of the charging processes for the customer.

9.3 Payment of the invoice shall be made using the stored means of payment.

9.4 The monthly costs incurred, if any, shall be billed separately or with one of the invoices in that month and shall be debited at the latest on the fifth working day after the invoice is issued via the stored means of payment.

9.5 If a direct debit fails, Elli reserve the right to provide the customer with other payment options.

9.6 If the customer fails to meet his/her payment obligations to a significant extent, Elli isalso entitled to immediately block the use of the Audi charging service in order to avert further losses.

This is deemed to be the case if the total amount of outstanding invoices exceeds €25 or if at least two separate invoices have not been paid.

Access to the Audi charging service will be restored immediately once the total outstanding balance and all outstanding invoices have been settled.

10. Contract duration, termination

10.1 The duration of the contract is based on the applicable conditions for the selected Plan.

10.2 For fixed-term contracts, ordinary termination without cause is not permitted; this does not apply to Customers with domicile or ordinary residence in Denmark if the fixed term the contract exceeds six months. Customers with domicile or ordinary residence in Denmark may terminate fixed-term contracts with a runtime exceeding six months with one month's notice to the end of the month, once five months have passed since the conclusion of the contract. At the end of the agreed term, the contract ends automatically without requiring termination. Contracts without a fixed term may be terminated with a notice period of four weeks to the end of the month.

10.3 In the event of a change of domicile or ordinary residence abroad (cf. Item 7.7), the customer and Elli are entitled to terminate the contract extraordinarily on the date of the move. The customer has the option to start a new charging plan under the terms applicable in the new place of residence or country of habitual residence.

10.4 The right to termination without notice for good cause shall remain unaffected in any case.

10.5 All terminations must be effected in text form by email to audi-support@elli.eco or by post to Elli Mobility GmbH, Karl-Liebknecht-Str. 32, 10178 Berlin, Germany or via the termination button in the app.

10.6 The Customer's right and procedure to cancel the contract within 14 days after conclusion is set out in Annex to these Terms of Use.

10.7 When the contract has come to an end, Elli will deactivate the Customer's RFID card. The Customer is obliged to dispose of the card in compliance with the applicable national legal provisions in their country. If applicable, Elli will also deactivate and delete the certificate required for Plug & Charge in the affected system.

11. Changing and Discontinuation of the Audi charging Charging Service

11.1 The evolution of internet-based services occasionally requires the further development of the services and their adaptation to new technical conditions or to changes in user behaviour. In this context, Elli may change the appearance and structure (look and feel) of the Audi charging Charging Service as displayed in the App at any time.

11.2 In addition to Item 11.1, Elli may adapt the Audi charging Charging Service as displayed in the App in a manner and to the extent reasonable for Customers, as this is necessary to correct false information and data or due to a change in significant circumstances beyond the control of Elli. The latter applies in particular in the event of changes in applicable laws or jurisdiction, in the event of measures of cyber security or in the event of changes or the discontinuation of technical infrastructure required for the operation the Audi charging Charging Service.

11.3 In order to provide all Customers with a uniform user experience, Elli isentitled to adapt functionalities of the Audi charging Charging Service as displayed in the App to a degree that is foreseeable, objectively justified, minor and reasonable for Customers, even if the requirements of Item 11.2 are not fulfilled. Elli may in particular replace functionalities by other functionalities with comparable functions.

11.4 Elli isalso entitled to provide the Audi charging Charging Service via another mobile application with a comparable functional scope than the App provided that the further use of the Audi charging Charging Service remains possible for Customers by means of another technical solution that is reasonable for the Customer.

11.5 If Elli makes changes to the Audi charging Charging Service as displayed in the App in accordance with these Items 11. 1 to 11.4. Elli is entitled to suspend the Audi charging Charging Service if the Customer fails to download the latest version of the App within a reasonable period of time despite being requested to do so.

12. Customer Care

Customer service can be contacted by email (audi-support@elli.eco) or over the phone (Croatia: 0800 - 7741, Latvia: 800 - 0 5878, Bulgaria: 00800 - 2 100 668, Malta: 800 - 65 1 56, Romania: 0800 - 8 90 515 all other countries: 00800 - 11 55 77 99). Customer service is available in the English language and in official languages of Customer's domicile or place of ordinary residence. The only charges incurred for a call to customer service are the calling costs charged by the telecommunications service provider according to the basic tariff.

Please note that in some countries we are unable to offer our customer service in the relevant local language, only in English or, optionally, in other languages that are available via our Customer Interaction Center (CIC). This may also apply to other countries in the future. Please also note that we are also able to offer AI-based customer service (e.g., smart chatbots, translation and other tools, automatic transcription).

13. Warranty

13.1 The customer's warranty rights provided by law remain unaffected. No further warranty is given unless expressly agreed in writing.

13.2 To assert Customer's warranty rights, Customer can contact the customer service; cf. Item 12.

14. Responsibility of Elli, liability

14.1 Unless otherwise provided for in Item 14.2 – 14.5, Elli isliable in accordance with the statutory provisions of applicable law.

14.2 Elli shall not be liable for any damages or losses incurred as a result of any culpable use of the Audi charging Charging Service not complying with these Terms of Use. This applies particularly if

the vehicle's driver is distracted from the traffic situation while driving as a result of using the Audi charging Charging Service and this leads to an accident. The vehicle driver is solely responsible for complying with all road safety and related laws at all times.

14.3 Elli shall not be responsible for any damage or losses that are incurred as a result of the Customer having selected an unsuitable password for Audi ID, or having not kept the password confidential, or for damage or losses caused by a third party to whom the Customer has granted access to the Audi charging Charging Service.

14.4 Elli isnot responsible for the accuracy, completeness, content, correctness, actuality or quality of information displayed in the context of Audi charging Charging Service and which Elli has received from third parties. This applies in particular to information provided on charging stations and their availability.

14.5 To the extent the statutory provisions provide for direct liability of the legal representatives, employees and/or vicarious agents of Elli towards the Customer, the limitations of liability according to Item 14.2 - 14.45 apply. For clarification: This Item 14.6 does not limit the liability of Elli towards the Customer.

14.6 To the extent the statutory provisions provide for direct liability of the legal representatives, employees and/or vicarious agents of Elli towards the Customer, the limitations of liability according to Item 14.2 - 14.45 apply. For clarification: This Item 14.6 does not limit the liability of Elli towards the Customer.

15. Applicable law

15.1 Any disputes arising from or in connection with these Terms of Use and the individual contracts concluded in each case shall be governed exclusively by the law of the Federal Republic of Germany; the UN Convention on Contracts for the International Sale of Goods shall not apply. The mandatory consumer protection provisions under the law of the country in which the customer is domiciled or has his/her habitual place of residence shall remain unaffected.

16. Dispute resolution

16.1 The following information on consumer arbitration and online dispute resolution only apply to consumers residing in the European Union and does not affect the statutory dispute resolution regulations that may exist in countries outside the European Union.

16.2 Except for the consumer arbitration dispute resolution for energy supply agreements Elli isneither committed nor obliged to participate in dispute resolution before a consumer arbitration board. The authority for consumer arbitration dispute resolution for energy supply agreements concluded in the Czech Republic is the Czech Trade Inspection Authority (www.coi.cz); cf. Item 16.4.

16.3 The European Commission provides a platform for out-of-court online dispute resolution, which can be accessed at www.ec.europa.eu/consumers/odr . On this platform, consumers can find a list of dispute resolution bodies that can assist with the out-of-court settlement of disputes.

16.4 If the Customer is a consumer with a domicile or ordinary residence within the Czech Republic, he has a right to an alternative dispute resolution under the contract with Elli in compliance with Section 11(2) of Act No. 391/2015 Z. z., on Alternative Dispute Resolution, as amended Sections 20d et seq. of Act No. 643/1992 Sb., on Consumer Protection, as amended, via the Czech Trade Inspection Authority (www.coi.cz). If the Customer is a consumer with a domicile or ordinary residence within the Czech Republic, the Customer has right to propose initiation of an

alternative dispute resolution to an alternative dispute resolution entity, if the Customer is not satisfied with the way in which the seller handled his complaint or if the Customer believes that Elli has violated his rights and Elli has not replied to the Customer's compliant or has not replied to it within 30 days from the date of its dispatch An alternative dispute resolution of a consumer dispute is initiated upon a motion brought by the Customer. The motion may be filed particularly in writing, verbally with a written record thereof, or electronically by means of an on-line form published on the website of the Czech Trade Inspection Authority, or via a form published on the website of the Czech Consumer Association. The motion may not be filed later than one (1) year from the date on which the Customer exercised the right that is the subject of the dispute against Elli for the first time. Before proposing initiation of an alternative dispute resolution, the Customer is required to first attempt to resolve the dispute directly with Elli. None of the provisions of this Item 16 exclude Customer´s right as a consumer to refer his claim to a court of competent jurisdiction.

----- Annex -------

I. Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the date on which the contract was concluded.

To exercise the right of withdrawal, you must inform Elli Mobility GmbH ('Elli') (Elli Mobility GmbH, Karl-Liebknecht-Str. 32, 10178 Berlin; Email: info@elli.eco, 00 800 3554 1111) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or e-mail) towards Elli. You may use the model withdrawal form enclosed under Item III., but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send notification that you are exercising your right of withdrawal before the withdrawal period has expired.

II. Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of 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), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may refuse the refund until the goods have been returned to us or you have provided evidence that you returned the goods, depending on which occurs earlier.

III. Model withdrawal form

To Elli Mobility GmbH

Postal address: Elli Mobility GmbH, Karl-Liebknecht-Str. 32, 10178 Berlin, Germany;

Email: info@elli.eco

Hotline: 00 800 3554 1111

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*)] contract I/we (*) concluded
Ordered on (*)/received on (*)

Name of consumer (s):

Address of consumer(s):

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

Date:

(*) Please delete as appropriate.