

Terms and Conditions for charging credit associated with the We Charge Plus special plan

1. Subject matter

1.1 These terms and conditions govern the use of charging credit from Volkswagen Group Charging GmbH (the 'provider') for charging sessions for an electric vehicle using the We Charge charging service available through the We Connect ID. app ('app') (known as 'charging credit').

1.2 The charging credit consists of €600 or 2,000 kWh (as kWh-based billing does not take place everywhere), depending on which value the customer reaches first.

1.3 Details regarding charging stations suitable for use and using the charging service can be found in the We Charge service in the app and the General Terms of Use for the We Charge charging service.

1.4 The charging credit is issued exclusively for the electric vehicle special edition ID.3 1ST Edition.

1.5 The charging credit may only be redeemed by consumers or natural persons (not businesspersons).

2. Activation of charging credit

2.1 The charging credit is essentially linked to the vehicle and not an individual person. The activation of the charging credit is limited to one vehicle.

2.2 Activation takes place in the app as part of 'vehicle enrolment' and includes the conclusion of a contract for the We Charge Plus special plan with the provider.

2.3 The customer requires access to the vehicle for activation. Once activated, the charging credit is linked to the app user and in particular is no longer transferable to another user's app.

2.4 The customer's obligation to store a valid payment method in the app remains unaffected by activation of the charging credit.

3. Using the charging credit

3.1 The charging credit may be used throughout the entire territory covered by the We Charge charging service exclusively for the purposes of conducting charging sessions for an electric vehicle using the app.

3.2 The charging credit cannot be paid out in cash.

3.3 The nominal value of the credit may be used in multiple individual transactions. If the value of the credit is not enough to pay for charging sessions, the payment method stored in the app is used to settle the remaining amount.

4. Period of validity of the charging credit

4.1 The charging credit must be activated by 30/06/2021. If it is not activated before the cutoff date, it shall expire without replacement. The charging credit must be consumed within 12 months of activation. Any remaining credit shall become invalid after twelve months have passed since activation. Thereafter, it cannot be redeemed, nor is the customer entitled to a refund of the remaining value.

4.2 Cancellation or termination of the We Charge Plus special plan shall result in the automatic expiry of unused charging credit.

5. CLOSING PROVISIONS

5.1 The provider accepts no liability for loss or other unauthorised use of the charging credit.

5.2 These Terms of Use are governed by the law of the Federal Republic of Germany. The place of jurisdiction, where legally permissible, is Wolfsburg, Germany.

5.3 The provider is neither willing nor required to take part in a dispute resolution procedure before a consumer arbitration board.

5.4 If you have any questions or issues regarding the charging credit, please contact the provider or central Customer Care. The contact details for this can be found in the We Connect ID. app.

5.5 Should any of the Terms of Use stated above be or become invalid, the validity of the remaining provisions shall not be affected. The invalid terms shall be replaced by provisions coming as close as possible to the commercial purpose of the contract while reasonably preserving the interests of both parties.

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