

General Terms and Conditions of Fastned, version 9th of December 2019

1. At Fastned you can charge your car as a registered customer, but also without registering. The following conditions shall apply only if you register with Fastned and every time you purchase a charging session as a registered Fastned customer. The advantage of being a registered customer is that we can offer you a better customer experience. It is easier for us to help you if there is a problem with a charging session and we can keep you informed of information that is relevant to you, such as the opening of new charging stations or in case charging stations are temporarily unavailable.
2. When you register, you enter into a contract for an indefinite period with Fastned. We consider each charging session a purchase agreement within this continuing performance contract.
3. Fastned may unilaterally amend these conditions but shall always notify you of material changes so you may cease your registration if you disagree with the amendments. If you continue to use your Fastned account, we shall assume that you are in agreement with the amendments.
4. In order to use your Fastned account, you need to register with Fastned. Registration with Fastned is free of charge. Your login details are personal and confidential.
5. Upon registration, Fastned asks you for some personal data. We shall only use these data to provide you with the best possible service and shall never share this data with third parties for commercial purposes. Our [privacy statement](#) tells you exactly how we use your personal data.
6. Fastned shall always do its utmost to supply electricity for charging your electric car without any interruptions or failures. Unfortunately we cannot guarantee a successful and/or faultless supply of electricity. Situations may arise in which charging is not possible or where charging sessions may be interrupted due to a technical problem, a (general) power failure, cases of force majeure or otherwise. Fastned shall not provide compensation for damages if circumstances do not allow the supply of electricity (or in case supply is affected by interruptions or failures).
7. A Fastned account is personal. Third parties are not supposed to use your personal account. It is also prohibited to create an account in the name of another person or to provide false data.
8. Fastned applies a [Fair Use Policy](#) for the use of its services.
9. The prices charged by Fastned for supplying electricity are stated on the Fastned [website](#) and on the charging screens. Fastned is entitled to adapt its prices for supplying electricity (including possible subscription fees) at any time.

10. Either you or Fastned may cancel or terminate your Fastned account at any time without being liable for payment of damages to the other party. If you want Fastned to remove your account instantly, please send an e-mail to contact@fastned.nl. In case you have purchased services that have not yet been paid for, we shall charge you for these services prior to removing your account.
11. If you have subscribed to a price plan with a monthly fee, we shall charge these costs on a monthly basis. Price plans with monthly fees may be cancelled each month.
12. You may cancel the price plan you requested within 14 days of concluding your plan by sending an e-mail to contact@fastned.nl. You may also use the European model withdrawal form, however we feel an e-mail is easier. In case the monthly fees have been debited, we shall reimburse these. If you have used our services, the costs for charging sessions and the monthly fees shall be charged on a pro rata basis.
13. In case Fastned cannot collect the amounts due, for example because of insufficient funds in your account, a non-existent account number, or payment reversal, Fastned is entitled to suspend the supply of electricity and/or terminate the account.
14. In case payment obligations are not met within the stipulated time period of 15 days, and following notice of default and after expiry of the specified reasonable period to remedy the failure, Fastned is entitled to pass on the claim to a third party for collection. Costs associated with the collection may be passed on to you, and shall be calculated as follows: 15% for the first € 2,500 of the claim, with a minimum of € 40; 10% for the next € 2,500 of the claim; 5% for the next € 5,000 of the claim; 1% for the next € 190,000 of the claim; 0.5% for the remaining part, with a maximum of € 6,775.
15. Fastned sells electricity from the following entities and can be reached in the following ways:

We sell electricity in the Netherlands via:

Fastned B.V.

Address: James Wattstraat 77-79, 1097 DL, Amsterdam

E-mail: contact@fastned.nl

Phone: +31 (0) 20 715 53 16

Website: <https://fastnedcharging.com/nl>

We sell electricity in Germany via:

Fastned Deutschland GmbH Co. KG

Address: Bismarckstrasse 60-62, 50672, Cologne, Germany

E-mail: kontakt@fastned.de

Phone: +49 221 82829 610

Website: <https://fastnedcharging.com/de>

We sell electricity in the United Kingdom via:

Fastned UK Ltd.

Address: 11 Zeus House, 16-30 Provost Street, London N1 7NG

E-mail: contact@fastned.co.uk

Phone: +44 (0) 20 3772 3787

Website: <https://fastnedcharging.com/en>