

TERMS AND CONDITIONS

All payments for electric vehicle recharges made using the direct payment service offered by Neogy are subject to the following conditions.

1. Transactions are made in EURO, and the following credit cards are accepted as payment methods:

- Visa
- MasterCard

Other accepted cards are listed at the following link: [Worldline | Payment Methods \(worldline-solutions.com\)](#) – the customer is responsible for verifying if their provider offers the pre-authorization service.

2. The customer selects the pre-authorization amount, corresponding to a certain quantity of kWh delivered, and the system measures the actual consumption, which will be charged to the credit card at the end of the recharge.

3. Transactions are processed by banking services external to this site, so the charge may not be immediately recorded on your account.

4. All payments will be deposited into Neogy's account at the "Cassa di Risparmio di Bolzano."

5. In the event of early termination of the recharge, only the costs related to actual consumption will be charged. The minimum pre-authorization is €5.

6. Online payments are made securely:

- Payments will be processed directly by the Worldline payment gateway (with transactions in EUR) using Secure Socket Layer (SSL) technology.
- Credit card numbers are protected by a high level of encryption during transmission over the internet.
- This site does not directly use or store your credit card data.

7. Confirmation:

The recharge can only be initiated if the payment gateway successfully verifies the entered payment method.

If the entered payment method is declined by the external payment service, Neogy is not obligated to know the reasons for the refusal, so you will need to contact your credit card provider for details.

Payment will be confirmed via an email containing the payment details.

8. By using the online payment service, you accept all applicable Neogy policies related to accessing its resources on the Internet.

9. All information provided in the payment forms will be managed in accordance with the [privacy](#) conditions of the site <https://app.neogy.it>.

10. These Terms and Conditions for Neogy's online payments may change over time. All transactions will be subject to the specific Terms and Conditions in effect at the time they are made.