Terms and conditions for Easee products and cloud services

1. GENERAL

EASEE DEVELOPS, MANUFACTURES, AND SUPPLIES HARDWARE FOR CHARGING ELECTRIC VEHICLES AND SMART POWER MANAGEMENT AS WELL AS SOFTWARE, CLOUD SERVICES, APPLICATION PROGRAMMING INTERFACES (APIs) AND OTHER SERVICES RELATED TO THIS. EASEE SELLS ITS PRODUCTS AND SERVICES TO PARTNERS AND INSTALLERS, WHO IN TURN ACT AS RESELLERS OF THE PRODUCTS AND SERVICES. EASEE OWNS THE INTELLECTUAL PROPERTY RIGHTS TO THE PRODUCTS AND SERVICES THAT ARE MADE AVAILABLE TO CUSTOMERS FOR FREE OR WITH A FEE.

This document (together with all the documents mentioned therein) establishes the conditions governing the use of Easee Website; Easee Charging Robots; Easee Control Website, Easee Fix Website; Easee Mobile Applications (Apps); Easee Application Programming Interfaces (APIs) Services and other digital services related to EV Charging (collectively referred as “Easee Products and Services”). These Terms and Conditions (hereinafter “Terms”) apply to everyone who uses Easee Products and Services, both private individuals, companies, and other professional players, regardless of whether you use Easee Products and Services for private use or business purposes.

Easee Products and Services are provided by Easee Energy Services AS (Organization Number: 932 789 698). Easee Energy Services AS is a member of the Easee Group, which comprises several affiliated companies (collectively referred to as 'Easee')

This Terms are supplemented by Easee Privacy Notice, Easee Fix Website (formerly named Easee Cloud or ST Portal) specific User Terms, Partner or Sale Agreements, and any specific agreements you as a user have made with Easee. By using this Website or any of Easee Products and Services, you agree to be bound by all those applicable terms, therefore if you do not agree with all the applicable terms or Notice, you should stop using this website or Easee Products and Services.

2. DEFINITIONS

2.1 Terms: These terms and conditions as updated from time to time.
2.2 Easee Charging Robots: are intelligent electric vehicle (EV) charging stations, designed to be efficient, smart, and future-proof solutions for home, workplace, and public EV charging needs. The updated list of versions and Product types can be found in our website.
2.3 Easee Equalizer: is a small smart device, designed to optimize your charging experience. It connects to your power meter and automatically balances the total energy level between the Easee EV charger(s) and your building (home, cabin, apartment block or commercial building).
2.4 Easee Partners: businesses that sell, install or distribute Easee Products or Services or provide different type of eMobility services (also called third party service providers) in connection to Easee Products and Services.
2.5 Operators: third-party entity that independently manages all aspects of the physical devices on a given site, provides customer support to end users, in some cases also the legal owner of physical hardware and infrastructure. Easee is the default operator on an Easee

charging site, unless third party operators are selected during installation (commissioning) or later by end users.
2.6 Installers: Authorized or certified electricians that install Easee Products to end users.
2.7 Easee Cloud Services: Over the air service created by Easee to connect and manage all Charging Stations in one universal place. It essentially acts as a centralized hub for managing, monitoring, and controlling Easee charging infrastructure, facilitating both user interaction and integration with third-party systems. The service includes Easee Control Website, Easee Fix Website, Easee Apps, Easee APIs and any other digital services Easee may provide to its users. When you Charge your EV with any type of Easee Charging Robots, information (device Setting, Site Data and device activity records) about the Charging process is automatically registered in Easee Cloud.
2.8 Easee Portal: The landing website portal for all Easee's web apps. Utilizes Easee Cloud APIs for login and authorization.
2.9 Easee Apps: includes the Easee App and Installer App. The Easee App is used by owners of Easee Charging Robots for smart charging purposes, while the Installer App is used by installers for managing their installation process.
2.10 Easee Control: is a segment of Easee Cloud services available for all Easee Product users with an account that allows to monitor and control their chargers remotely.
2.11 Easee Fix: is a smart support and diagnostic tool designed for third parties in troubleshooting and resolving issues with Easee Chargers by providing detailed technical information and diagnostic capabilities.

3. ACCEPTANCE

By registering as a user/Partner for Easee Products and Services and accepting these Terms you enter into an agreement with Easee which allows you to use the Products and Services as it is. If you are not registering as a user/Partner for Easee Products and Services your acceptance to these Terms will be implied if you use the Easee Products and Services and Easee gave you the opportunity to take notice of these Terms. By downloading and Installing the Easee Apps or creating an account in our website, you confirm that you are over 18 years of age and agree to these Terms as amended from time to time by Easee.

By accepting these Terms, you also agree that the agreement is entered into electronically. This also applies to future changes. Furthermore, you accept that based on these Terms and Services you connect to in the app, we communicate with you by e-mail, SMS and send push messages in the app. The communication is strictly limited to update or change in the functionalities of our services.

4. USE OF THE EASEE PRODUCTS AND SERVICES

By using Easee Products and Services, it is assumed that you are a either business Partner/Installer who in turn acts as resellers of Easee Products and Services or you are an end user who uses or owns Easee Products and Services or a customer of professional charging site or Condominium/Apartment Building Associations that manages Easee Products.

By using the Easee Cloud Services, you get an overview of, and the opportunity to control how you use Easee Products and Services. The Easee Cloud Service allows you to make use of free or paid services that may enable features such as:

- Configure and install Easee Charging Robots or Equalizers.
- Automatic load balancing between the Charging Robot(s) and the home.
- Monitor your homes, individual users, or Vehicles electricity consumption

- Smart Charging features such as: start or pause Charging remotely, remote charging Status check, schedule charging, or adjust charging power remotely
- Control and manage access to your charger.
- Built-in protection against electrical faults and unauthorized use.
- Easily add an Easee Key (RFID Key tag) to your account.
- Access support services within the App or Website.
- Remote troubleshot capabilities
- Remote Support and search functionality

5. EASEE ACCOUNT REGISTRATION

To use any of Easee Cloud Services, you must create an Easee Account. To be able to create an Easee user or Partner account, you need a phone number, full name, and an email address.

It is possible to use Easee Charging Robots or Equalizer without creating an Easee Account, either without using any of the Easee Cloud Services in connection to managing the hardware or by using third party provided Cloud Services to manage Easee hardware's.

The Easee Account is a common login system for the Easee Cloud Services, so you use the same username and password for all Easee Products and Services. To create an Easee Account click signup for Easee Account.

You agree to provide accurate, current, and complete information during account creation and always when you use the Easee Cloud Services and to update such information if it changes. You are also responsible for ensuring that passwords and login details are handled securely and privately.

We reserve the right to suspend or terminate your Easee Account if any information provided during the registration process or at other times is inaccurate, not current, or incomplete.

Any breach of these Account Terms or any use of your Easee Account by anyone to whom you disclose your username and/or password will be treated as if the breach or use had been carried out by you and will not relieve you of your obligations to us.

6. EASEE PARTNERS AND INSTALLERS OBLIGATIONS

Easee Cloud Services is designed to be used by both individual Users and businesses (Easee Partners and Installers), offering different levels of functionality based on account type. The Easee Cloud Services allows Easee Partners and Installers to have brooder access to the Easee Cloud Services, including access to other Easee users' personal data.

As an Easee Partner or Installer, you are legally and independently responsible on how you use the Easee Technology and Cloud Services, including how you comply with the relevant Data Protection and Security standards.

You are responsible for ensuring that your use of any of the Easee Products and Services are in accordance with the applicable legal requirements.

It is your responsibility to notify Easee of errors in the Technology or, in the case of lack of accessibility, send a message to Easee without undue delay.

You shall take reasonable precautions against security attacks, viruses and malicious code on your system, on-site hardware, software, or services that you use to connect to and/or access the Easee Cloud Services.

You are responsible for all use of Easee Cloud Services or technology that occurs due to your access.

7. PRODUCTS AND SERVICES FROM THIRD PARTIES

The Easee Cloud Services has the functionality that allows integrations of Easee Products and Services with other apps and services developed by third parties. These third-party products and services, including apps may have their own Terms of Use, technical limitations, privacy statements, etc., which govern your use of these products and services. Easee does not guarantee current or future compatibility of its Products and Services with these third-party products and services.

If you have problems with or are dissatisfied with an integration or a third-party app, your rights are limited to disabling the integration and/or uninstalling the third-party app and ceasing to use the services.

8. YOUR RESPONSIBILITY

You will cooperate with Easee by providing such information and materials as Easee may reasonably require in order to offer you the Easee Products and Services and ensure that such information is complete and accurate in all material respects.

In the event of the loss of your charging key or the mobile phone on which the Easee Apps has been installed, you shall immediately notify us. We may then take measures to secure your data and, if necessary, block access to your account. If you do not give such notification and the charging Key, Charging Robot or the mobile phone in question remains in illegitimate use, Easee reserves the right to claim incurred losses as a damage from you in accordance with applicable law. For the sake of clarity, this clause does not constitute additional claims for damages against you as a consumer.

You agree that Easee retains all rights, title and interest (including all Intellectual Property Rights) in and to the Products and Services, and all related or underlying documentation, technology, code, know-how, logos, templates, anything delivered as part of the support of other services, and any updates, modifications, or derivative works of any of the foregoing (all of which is deemed Easee's confidential information) and that Easee reserves any licenses not specifically granted in these Terms. You acknowledge and agree that you have no right to obtain a copy of the software behind any of the Services and that Easee has sole discretion to make updates, bug fixes, modifications, or improvements to the Services from time to time. Easee reserves the right to change or remove features of the Services from time to time provided that those are aimed at keeping the Products and Services in conformity with its essential functionalities and intended purpose. Easee reserves the right to modify, change, or remove features of the Services from time to time if such a modification is necessary to adapt the Products and Services to a new technical environment or to an increased number of users or for other important operational reasons. If you are an end user that is a consumer, Easee informs you about such modification.

9. LIABILITY

The use of the Easee Products and Services is the sole responsibility of the User.

The Easee Cloud Services are supplied “as is” and may in accordance with Section **Error! Reference source not found.** of these Terms be modified, updated, interrupted, suspended or discontinued at any time without notice or liability.

If you are an Easee Partner, Installer, or other merchant or commercial undertaking, all warranties, conditions and other terms implied by statute or law are, to the fullest extent permitted by law, excluded from the Terms. Nothing in these Terms shall operate so as to exclude or limit either party’s liability to the other for death or personal physical injury arising out of negligence, fraud or fraudulent misrepresentation.

If you are an Easee Partner, Installer, or other merchant or commercial undertaking, Easee shall not be liable concerning any subject matter arising from or related to these Terms, the Services or regardless of the form of any claim or action (whether in contract, negligence, strict liability or otherwise) for; (i) any loss of profits, contracts, revenue, business, business opportunity, loss or corruption of data or recovery of data, goodwill, security breach resulting from a failure of a third party telecommunications and/or the internet, anticipated savings or revenue (regardless of whether any of these is direct, indirect or consequential); (ii) any loss or damage arising in connection with liabilities to third parties (whether direct, indirect or consequential); (iii) any matter beyond its reasonable control; and (iv) any indirect, incidental or consequential loss or damage whatsoever; or (v) damages in the aggregate for all claims in excess of amounts paid to Easee by the User or Partner (hereunder during the 12-month period preceding the date on which the first claim arose), even if Easee has been advised of the possibility of such damages. These limitations are independent from all other provisions of these Terms and shall apply notwithstanding the failure of any remedy provided herein.

10. SUPPORT SERVICES

Easee offers its Partners and Installers support through its Customer Support team. Such support is available Monday to Friday within normal working hours. Easee will issue support guidelines to the Partner (and Installer) and may be subject to change, depending on the circumstances.

Unless otherwise agreed in separate Agreement outside these Terms, Easee Partners, that serves as an “Operator” for Easee Charging Sites shall be responsible for providing and maintaining all contact and dialogue with the users of the Charging Site and that Easee Customer Support team shall be second-line support only available to the Partner, not to the end users (users of Easee Products and Services operated by Partners).

For Charging Sites operated by Easee, we offer both first- and second line of support directly to end users of our Products and Services. If You are user of Easee Products and Services and need to contact Easee Customer Support for issues detailed in these Terms, you should do so in writing, through one of the official support channels at Easee Support.

In some countries, Easee uses approved third party service providers for providing Customer Support services to end users of Easee Products and Services.

11. PERSONAL DATA

PLEASE NOTE THAT AS USER OF EASEE PRODUCTS AND SERVICES, YOU ARE NOT OBLIGED TO CREATE EASEE CLOUD ACCOUNT. HOWEVER, AS MANUFACTURERS OF SMART IOT DEVICES, EASEE WILL COLLECT AND PROCESS SOME PERSONAL DATA (CHARGER SETTING AND SITE DATA, CHARGER ACTIVITY DATA; BOTH OF WHICH QUALIFIES AS PSEUDONYMIZED DATA UNDER THE APPLICABLE DATA PROTECTION LAWS) FROM ITS PRODUCT AND SERVICE USERS TO REMOTELY

MONITOR AND MAINTAIN THE SAFETY, STABILITY AND SECURITY OF OUR PRODUCTS. EASEE PRODUCTS ARE DESIGNED TO BE SMART (WITH BUILT-IN CONNECTIVITY FEATURES) AND BE ABLE TO CONNECT TO THE INTERNET. IF YOU PREFER OFFLINE CHARGERS, WE ADVISE YOU TO STOP USING EASEE PRODUCTS AND SERVICES.

Easee is the Controller under the applicable data protection law with respect to the processing of your personal data necessary to provide the Easee Cloud Services. As described on Section 5 of these Terms; to give You (users) access to the Easee Cloud Services, we need to collect and process personal data about you. We will process such personal data in accordance with the Easee Privacy Notice.

Easee acts as a Data Processer under the applicable data protection law with respect to processing of personal data necessary to provide Easee API Services for Business Partners (the data controller) that only uses API Services. Such processing is governed by the Easee API Partners Data Processing Addendum, which is incorporated into these Terms.

12. CONSENT TO MARKETING

As a registered user of Easee, you will be able to receive newsletters/marketing via email or within the apps (in-app marketing) in connection with Easee Products and Services. You can change the marketing setting at any time under your profile both in the app or the website. You also have the right to unsubscribe by clicking on the link provided in the footer of every marketing email sent by us. Please note that such settings do not affect e-mail notifications that apply to specific services you have purchased from Easee or change of service update notifications, firmware update notifications or major change to these Terms.

We also collaborate with third-party partners to offer energy services related to EV charging. With your explicit consent, we may promote their products and services via in-app marketing or email. You may grant or withdraw consent at any time without affecting your use of our services. Withdrawal can be done by contacting us or using the unsubscribe option in communications. We will not share your personal information with partners without your explicit consent.

13. RIGHT TO USE THE SERVICE

Easee is the sole owner of all rights belonging to the Easee Cloud Service and all material published in the Easee App/Website. The materials include, but are not limited to, text, data, Apps, Digital Services, graphics, audio, images, typography, integrations and code, and all documents are distributed through the Easee App, Easee Control Website and Easee Fix Website or other Easee Websites.

14. LIMITATIONS IN THE SERVICE

Easee can, immediately and without prior notice, ban your access to Easee Services if public authorities require this or if it is necessary for technical, operational or maintenance reasons. This also applies in emergency situations, including in the event of serious threats to health, safety or the environment, natural disasters, war or war-like conditions, extensive strikes or lockouts, or in the event of a serious risk of sabotage against networks and services.

15. TERMS VALIDITY AND TERMINATION

The Terms shall apply as long as you are a user of Easee Products and Services. We have the right at any time to terminate our relationship or block your access to the Easee Cloud

Services, for example if you have or are suspected of having used the Services illegally or have breached the agreement with us.

Regardless of which party terminates the relationship, you agree that, to the extent permitted by applicable law, we have no responsibility or liability to you, and that we will not refund any amount of money you have already paid. You can stop using the services at any time. If you wish to cancel and terminate your Easee Account, please contact us via contact EASEE Support.

16. CHANGES TO THE TERMS

We may from time to time make changes to these Terms. If you are an end user that is a consumer, Easee will inform you at least six weeks before such changes to these Terms shall become effective and you may either agree to or reject the changes to these Terms. Your consent will be presumed if you do not reject the changes before the proposed date of entry into force. Easee also reserves the right, at its sole discretion, to modify, remove, or add features and functionalities to the Easee Apps, Easee Control Website and Easee Fix Website at any time in accordance with Section 8 of these Terms. While we strive to notify you of any significant changes, it is the responsibility of the user to regularly review updates and features of the App and Website, however, if you are an end user that is a consumer, Easee will notify you of any modifications that are not aimed at keeping the App and Website in conformity with their essential functionalities and intended purposes. By continuing to use the Easee Apps and the Website after any such changes, the user signifies their acceptance of the updated or modified features. If you do not wish to continue using the Service under the new version of the Terms or with other features and functionalities, you may terminate your agreement by contacting us or stop using our Services.

17. COMPLAINTS, CHOICE OF LAW AND DISPUTES

If you have questions relating to the Easee Products and Services or wish to make a complaint, you may contact us or using the address provided below.

These Terms are subject to the laws of Norway. Disputes about the interpretation and/or application of these Terms must be settled according to Norwegian Law by an ordinary court or other body that is considered competent under the law.

If you are consumer with permanent residence in a EU Member State you can still rely on the consumer protection rules of that EU Member State, also you might be able to pursue your rights in front of a competent court in such EU Member State. Easee is neither willing nor obligated to participate in a dispute resolution procedure before a consumer arbitration board.

OUR CONTACT DETAILS

Easee Energy Services AS
Vassbotnen 23, 4033 Stavanger, Norway
Company registration number: 932 789 698

Effective as of 4 October 2025.