Ad Hoc Charging Terms (2026-1, archived)

Archived, superseded on 30 October 2026

This is a previous version of this document, superseded since 30 October 2026. It no longer applies. View the current version.

Version 2026-1. Replaced on 30 October 2026 by the current Ad Hoc Charging Terms. Preserved verbatim.

Version 2026-1, effective 9 July 2026

You are starting a charging session via Plugchoice, operated by Volt Time B.V., trading as Plugchoice (KvK 77488873, De Entree 99, 1101 HE Amsterdam, support@plugchoice.com).

1. **Who you buy from.** The charging service at this charger is provided by the operator of this charger, shown on the payment screen. Plugchoice provides the platform and processes the payment on the operator's behalf through our payment provider; the payment goes to the operator.
2. **Price.** The applicable price (per kWh and any additional fees) is shown before you confirm. By confirming, you accept these terms and the shown price. Prices include VAT.
3. **Payment.** Payment runs through our payment provider. An authorization or estimate may be reserved at the start; the final amount follows the measured session.
4. **Measurement.** Session data comes from the charger's own meter. If you believe a session was measured or charged incorrectly, contact support@plugchoice.com with the session receipt; we will investigate with the operator.
5. **Receipt.** You receive a receipt digitally after the session.
6. **Starting and stopping.** You are responsible for correctly connecting your vehicle and following instructions at the charger. Sessions can be affected by your vehicle, the charger or connectivity; if a session fails to start after payment authorization, the reservation is released.
7. **Liability.** Mandatory consumer law applies in full. Beyond that, liability for a failed or interrupted session is limited to the amount paid for that session.
8. **Withdrawal.** By starting the session you request immediate performance; the statutory withdrawal right lapses upon full delivery of the session, as permitted by law.
9. **Privacy.** We process the minimal data needed for the session and payment as described in the Plugchoice Privacy Policy.
10. **Complaints and disputes.** Contact support@plugchoice.com. Dutch law applies; you can always turn to the court competent for you as a consumer, and to the EU ODR platform.