Ad Hoc Charging Terms

Updated 30 October 2026

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These terms apply, instead of our other terms, when you start a one-off charging session through Plugchoice. "We" means Volt Time B.V. (KvK 77488873), also trading as Plugchoice, De Entree 99, 1101 HE Amsterdam, the Netherlands, support@plugchoice.com.

1. **Who you buy from.** You buy the charging session from us: we buy the electricity from the operator of the charger, shown on the payment screen, and resell it to you. You pay us and receive our invoice. The operator runs the charger and its site.
2. **Price and payment.** You see the price per kWh and any fees, including VAT, before you confirm. By confirming, you accept these terms and that price. We may correct an obvious error in that price, such as a price you should have understood was wrong, and charge or refund the difference. An amount may be reserved at the start; you pay the final amount for the measured session.
3. **Measurement.** Session data come from the charger's own meter; we do not guarantee that they are right.
4. **Liability.** We are not liable for indirect damage, except damage that was typical and foreseeable when you confirmed the session. Our liability for damage to your vehicle or other property caused by our fault is limited to the higher of EUR 2,500 per event and what our liability insurer pays plus our deductible, and our other liability to the amount paid for the session. These exclusions and limits do not cover product liability, or death or personal injury caused by the fault, or damage caused by the intent or gross negligence, of us, our representatives or anyone we engage.
5. **Withdrawal.** Before you confirm, you expressly ask for the session to start at once and acknowledge that you lose your right of withdrawal once the session is complete. Until then you may withdraw within 14 days of our confirmation of the agreement. You withdraw by a clear statement to support@plugchoice.com, for example with the model form at the end of our Consumer Terms; you then pay for the energy delivered until you withdraw.
6. **Privacy.** We process your data as our Privacy Policy describes.
7. **Complaints.** Send complaints to support@plugchoice.com.
8. **Law and court.** Dutch law applies. If you are a consumer, you keep the protection of the mandatory law of the country where you live, you may bring a dispute before the court where you live, and we can sue you only there. If you live in Finland, you may also take a dispute free of charge to the Consumer Disputes Board (Kuluttajariitalautakunta, kuluttajariita.fi).