



## PRE-CONTRACTUAL NOTICE

The Pre-Contractual Notice applies to natural persons, users of the electric vehicle charging service, together with the Terms of Use of the Elen electric vehicle charging service (hereinafter: the Terms of Use).

The Service Provider renounces any responsibility for any disputes that may arise due to the fact that the User has not read the Pre-Contractual Notice and the Terms of Use before concluding the Agreement for the provision of EV charging services (hereinafter: the Agreement).

Pursuant to the Consumer Protection Act, the Service Provider informs the User of the following:

**Main features of the service:** electric vehicle charging service

**Service Provider:** HEP-Opkrba d.o.o., Zagreb, Ulica grada Vukovara 37; phone number **0800 7443**; e-mail address: [elen@hep.hr](mailto:elen@hep.hr)

**Service Price:** the price of the charging service is set pursuant to the Price List. The Price List can be found on the website [elen@hep.hr](http://elen@hep.hr). The Price List is an integral part of the Agreement.

**Terms of payment:** Payment card

**Terms of delivery:** the Agreement shall become effective upon the entry of data from the payment card and the beginning of the first charging session, and after the issuance of a certificate of successful registration, which shall be considered the evidence of conclusion of the Agreement

**Agreement:** The Agreement shall be concluded for an indefinite period of time

**Manner of resolving customer complaints:** The User is entitled to submit any complaint related to the provision of the service, including an invoice complaint, by mail to the address: HEP-Opkrba d.o.o., Ulica grada Vukovara 37, Zagreb; by e-mail to: [elen@hep.hr](mailto:elen@hep.hr); to the fax number: 01/6322 409; via the website [elen.hep.hr](http://elen.hep.hr) (contacts-complaints); to the phone number **0800 7443** and in person by submitting a complaint to the mailroom at company's headquarters. The Service Provider will respond to the written complaint within 15 days from the date of receipt of the complaint. If the User fails to resolve the dispute with the Service Provider through a written complaint, he may submit a proposal to initiate proceedings to one of the following bodies for alternative resolution of customer disputes:

1. Mediation Centre at the Croatian Chamber of Commerce, Zagreb, Rooseveltov trg 2;  
<https://www.hgk.hr/centar-za-mirenje/zastita-potrosaca>
2. Profi Test d.o.o., "Medijator" Mediation Centre, Bjelovar, Petra Hektorovića 2;  
<http://medijator.com.hr/>
3. Mediation Centre at the Croatian Mediation Association, Zagreb, Kneza Mislava 12;  
<https://medijacija.hr/>

**Right to Cancellation of the Agreement / cancellation of Registration:** The Agreement/ Registration can be cancelled without stating a reason for such cancellation, by sending a Notice of Cancellation of Registration to the e-mail address [elen@hep.hr](mailto:elen@hep.hr), exclusively from the e-mail address through which the User had been registered for the ELEN service. The User Account will be deactivated and the username will be deleted from the Application User List. The Service Provider cannot reactivate the once cancelled User Account, but a new User registration is required.

**Right to terminate the Agreement:** in accordance with the Consumer Protection Act, for breach of Agreement

**Termination of the Agreement in accordance with the Consumer Protection Act:** The User is not entitled to unilateral termination of the Agreement if the Service Provider has fully met the provisions of the Service Agreement and its execution began with the explicit prior consent of the User and his confirmation that he is aware of the fact that he will not be entitled to unilateral termination of the Agreement if the service was provided in full. The User is aware of the stated exclusion of the right to unilateral termination of the Agreement, in accordance with the Consumer Protection Act and confirms this by accepting the Terms of Use and this Pre-Contractual Notice, which is an integral part of the Agreement.

**Assistance offered to the User after the sale:** all information and answers to inquiries regarding the provision of the service are available at the e-mail address [elen@hep.hr](mailto:elen@hep.hr) or free of charge phone number **0800 7443**

**Privacy Statement:** The Service Provider undertakes to protect User's personal data by collecting only the necessary basic data about the User required to fulfil the obligations, inform the User how the collected data are being used and regularly give the User the opportunity to choose how his data will be used, including decisions whether or not they want their name removed from the lists used for marketing campaigns. All User Data will be kept in strict confidence and will be available only to the employees who need such data to perform their work. More information about the above can be found in the Terms of Use.