

Terms of Use

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Provider	Gridio 2.0 OÜ, registry code 14494626, Peetri 11, 10414 Tallinn, Estonia
Contact	support@gridio.io
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This document is the complete and unchanged text of the Gridio Terms of Use as published at www.gridio.io/gridio-terms-of-use in the version shown above. It is provided as a durable copy for you to save and refer back to. Superseded versions remain available on request.

An introduction to Gridio

Thank you for choosing Gridio. Gridio is providing a service to optimise the electricity consumption (i.e. smart consumption) of home energy devices and electric vehicles (Devices) based on the dynamics of electricity markets (the Service). Gridio's Services enable you to save money by making the Devices consume energy when electricity is cheaper and avoids consumption when electricity is expensive.

1. Our contractual Terms of Use

In using and benefiting from our Services, you acknowledge that you have read the Terms of Use, outlined here, and that you agree to abide by them until you decide to stop using our Services. You remain free to choose whether you want to use our Services. For details on the termination process, please see Section 9 (Termination) below. You acknowledge that certain features of our Services may require a paid subscription.

In so doing, you consent to Gridio collecting and processing the necessary personal data required to deliver our Services, in accordance with our Privacy Policy and in compliance within the terms of the European General Data Protection Regulation (GDPR), insofar as it applies across the relevant countries.

By agreeing to use our Services, you agree that you will not attempt to obtain unauthorized access, violate any applicable laws in use of service or information contained therein, and not to collect or store any personal information derived from the Service, whether for legitimate or illegitimate purposes.

2. How does the service work

Gridio's Service is available through a mobile or web application. In order to use the Service you need to connect your chosen Devices to Gridio using the instructions provided by Gridio. In order to benefit from the savings you need to have the appropriate electricity price contract such as an electricity tariff based on wholesale electricity prices that are aligned to Nord Pool electricity prices.

Gridio's Services allow you to charge your Devices during periods when the pricing is more favourable, thereby optimizing the amount of energy you use, and even allowing you to generate earnings based on a number of factors. For example, for electric vehicles, these factors include the volume of energy and the number of hours you designate for your Device to reach its target battery state of charge. In this way, you can generate earnings simply by charging your Device overnight at your designated home charging location.

3. Subscription and payment terms

Certain features of Gridio's Services may require a paid subscription. Details regarding subscriptions, including pricing, renewal, and cancellation terms, are provided within the application and on the respective app store pages (Apple App Store and Google Play Store). Please refer to these sources for the most current information.

4. Changes to terms

Gridio reserves the right to change or update these Terms, or any other of our policies or practices, at any time. If a change to these Terms materially modifies your rights or obligations, we may notify you and require that you accept the modified Terms in order to continue to use the Products or Services. We may notify you of such changes via pop-up or push notifications within the Products or via email. If you continue to use the Products or Services after modification, you agree to abide by the modified Terms.

5. Limitations of warranty and liability

Gridio will take reasonable actions to ensure that the Gridio Service works on an as is basis and provided without express or implied warranties or promises of any kind. To the maximum extent permitted by law, the Service is provided without warranty, guarantee, or promises of any kind, either express or implied, including but not limited to any warranties of performance, non-infringement, fitness for purpose, or satisfactory quality. Gridio cannot be held liable, nor guarantee the availability or full performance of its Service, if it is interrupted by technical difficulties, maintenance, tests or upgrades that may temporarily affect the service.

Subject to the limitations set by law, Gridio, its employees and directors are not liable for any direct, indirect, incidental or consequential loss or damage, including but not limited to loss of profit or loss of revenue resulting from the use of the Service, whether based on warranty, contract or negligence. Gridio is also not responsible for any direct or indirect damages when controlling Devices or collecting data, or for any direct errors you have made in settings in the Devices or parameters of control.

Gridio expressly disclaims any responsibility for any mistakes or inaccuracies in the information presented on its webpages or applications (App) to the fullest extent permitted by law. Furthermore, Gridio disclaims all liability for loss or damage, which may result from the use of information contained on its websites or App. Any links to other websites are provided for convenience only, and Gridio assumes no responsibility or liability whatsoever for the contents of those other websites linked to, or any products or services advertised or sold on those websites.

Gridio also reserves the right to change or discontinue functions and features of its Services, with or without notice.

Gridio may show you the savings you make from the Service. These are calculated by Gridio and serve as estimates. These savings are not guaranteed by Gridio to be accurate nor does Gridio take any liability for not delivering the savings Gridio has estimated.

Gridio may consider some requests of refund on an individual basis, and any refunds will be granted at the sole discretion of Gridio.

6. Third party applications

Gridio's Service involves integrations with applications and services manufactured by a third party. These applications and services may have their own terms of use and conditions for personal data that regulate your use of these applications. Gridio does not guarantee current or future compatibility with such applications and services. If you have any problems or are dissatisfied with a third party integration, your rights are limited to disabling the integration and/or ceasing to use Gridio's service.

7. Information from the user

You are responsible for ensuring that the information you provide to Gridio is accurate. You are also responsible for ensuring that your login details and passwords are kept secure and confidential.

8. Privacy protection

Gridio collects and processes personal data in order to provide the service to you. The personal data is processed in accordance with Gridio's Privacy Policy, available at www.gridio.io/privacy-policy.

9. Termination

In order to permanently terminate your use of Gridio's Service, you can send an email to support@gridio.io. Termination requires two weeks' notice. To avoid doubt, if you decide to terminate the Service, you should first remove the connection of your devices from the Gridio application to ensure Gridio stops collecting data from the devices. Deletion of the App will not automatically inform us of your decision to terminate your use of our Services.

If you have subscribed to a paid service, you may cancel your subscription at any time through the Apple App Store or Google Play Store, or by contacting us directly. Subscriptions will automatically renew unless cancelled at least 24 hours before the end of the current period.

Gridio reserves the right to terminate your use of the Service at any time immediately without notice, for any reason whatsoever and without limitation, including but not limited to a breach of the Terms. All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimer and limitations of liability.

10. Intellectual property

All ownership of the Intellectual Property shall remain with Gridio alone. For the duration of your use of the service, Gridio agrees to grant you, solely as an end-user, a non-exclusive, paid-up right and license to use Gridio's Service. Under these terms, you explicitly agree to refrain from modifying, adapting, or correcting any elements of Gridio's Intellectual Property and from breaking up, decompiling or undertaking any similar action on or in relation to Gridio's Intellectual Property. You agree that this obligation survives the termination of Service.

“Intellectual property” (IP) means all rights, titles, and interests of any kind that, without limitation, are or are in the nature of any patent, know-how, trade secret, registered design, copyright, design right, trademark, service mark, business name or other industrial or intellectual property right subsisting in any country, whether or not registered or capable of registration, as well as all associated rights of registration relating to any of the aforesaid, whether presently existing or created in the future.

11. Amendments to the agreements

Sometimes we may make changes to the agreements, for example to add new features to the Service, or for legal or regulatory reasons. When we make significant changes, we will provide you with a notice that is appropriate to the circumstances. In the event of minor changes that do not have a significant impact on you, we will not notify you. If you do not want to continue using the Service in accordance with the new version of the agreement, you can terminate your agreement by contacting us.

12. Applicable law

These Terms of Use shall be governed by Estonian law. The Harju County Court shall have exclusive jurisdiction over any disputes arising from downloading and/or using the App or the Services.

13. Contact

For questions about our Services, including any questions about the App and its partners, or for any other enquiries, please contact Gridio by email at support@gridio.io.

End of document. Gridio Terms of Use, version 2026-02-26. This PDF is a fixed copy of this version of the terms and is not amended after publication. The current terms are always available at www.gridio.io/gridio-terms-of-use.