Promotion terms – Love at first charge: 30% off the first charge in Austria (November 2026)

1. Organiser

1.1 The promotion "Love at first charge – 30% off the first charge in Austria" (DE: "Liebe auf den ersten Ladepunkt"; HU: "Szerelem első töltésre") (the **Promotion**) is organised by EV.analytica Kft., Zólyomi út 7. 3. em. 1., 1118 Budapest, Hungary, company registration number: 01-09-432445, tax number: 32593321-2-43 (the **Organiser**), operator of the EV.app mobile application (the **App**).

1.2 These promotion terms supplement the EV.app General Terms and Conditions (the **GTC**). Where these terms and the GTC differ, these terms prevail for the Promotion.

2. Promotion period

2.1 The Promotion applies to charging sessions started between **4 November 2026, 00:00 and 30 November 2026, 23:59 Central European Time** (the **Promotion Period**).

2.2 The start time of the session is decisive. A session started within the Promotion Period qualifies even if it ends after 30 November 2026, 23:59.

3. Eligibility

3.1 Any natural person with a valid EV.app account may take part, provided that no charging session has been successfully completed with that account before the qualifying session (the **Participant**). The date of registration is irrelevant: accounts registered before or during the Promotion Period are equally eligible.

3.2 Participation is automatic. No promo code, sign-up or separate activation is required.

3.3 To start a session, the Participant needs a vehicle and an accepted payment method (bank card, Apple Pay or Google Pay) stored in the App, as described in the GTC.

3.4 Charging sessions carried out under a company invoice profile or within the EV.app Fleet Solution are excluded.

3.5 Each natural person may benefit from the Promotion once, regardless of how many accounts they hold. Employees of the Organiser and their close relatives are excluded from the Promotion.

4. Qualifying charging session

4.1 The discount applies to the Participant's **first charging session** that:

1. is started via the App within the Promotion Period,
2. takes place at a charging point located in Austria and available in the App, and
3. is successfully completed with an actual transfer of energy (more than 0 kWh).

4.2 Sessions that fail to start, are cancelled, or end without energy being transferred do not count. In that case, the Participant's next session meeting 4.1 is the qualifying session.

4.3 A charging session completed with EV.app at a charging point outside Austria counts as a completed session under 3.1 and ends eligibility for the Promotion.

5. Discount

5.1 The Participant receives a **30% discount on the energy fee** of the qualifying session. There is no maximum amount.

5.2 The discount applies to the energy fee only. **The EV.app service fee is charged in full on top.** Any other fees, such as idle, blocking or parking fees set by the charging point operator, are not discounted.

5.3 The discounted rate in €/kWh is shown in the App before the session starts. The discount is applied automatically when the session is settled.

5.4 Example (illustrative only): if the energy fee of the qualifying session is €20.00, the Participant pays €14.00 for the energy, plus the EV.app service fee.

6. Limits

6.1 The discount is granted once per account and once per natural person (see 3.5).

6.2 The discount is personal. It cannot be transferred, exchanged, carried over to a later session or redeemed for cash.

6.3 The Promotion cannot be combined with other discounts on the same session. If several promotions apply, the more favourable one for the Participant applies.

6.4 A first session started before or after the Promotion Period does not qualify and is not discounted retroactively.

7. Payment, card hold and invoicing

7.1 Payment follows the GTC. Before the session starts, an amount may be held on the Participant's payment method. A hold is not a charge: only the actual, discounted cost of the session is deducted, and the release of the remaining amount is signalled to the bank within 15 minutes after the session ends.

7.2 The invoice for the qualifying session shows the discounted energy fee and the service fee separately.

7.3 If the qualifying session is refunded in full, the discount lapses and is not granted again on a later session.

8. Misuse

8.1 The Organiser may exclude Participants from the Promotion and withhold or reclaim the discount if there is a justified suspicion of misuse, in particular creating several accounts for the same person, providing false profile data, or manipulating charging sessions.

8.2 Exclusion under 8.1 does not affect the Participant's other rights under the GTC.

9. Technical issues and complaints

9.1 The Organiser does not guarantee the availability or functioning of individual charging points, which are operated by third parties.

9.2 If the discount was not applied to a qualifying session because of a technical error, the Participant can contact support at help@evapp.me within 30 days of the session. After checking, the Organiser corrects the amount by refund or credit to the account.

9.3 Complaints are otherwise handled as set out in the GTC.

10. Changes and termination

10.1 The Organiser may amend or end the Promotion early for an important reason, in particular technical, legal or misuse-related reasons. Changes are announced on the promotion page and do not affect sessions started before the change.

11. Data protection

11.1 No personal data is collected for the Promotion beyond what is processed for using the App. Eligibility is determined from the account's charging history. Details are in the EV.app privacy notice.

12. Final provisions

12.1 These terms are governed by Hungarian law, without prejudice to the mandatory consumer protection rules of the Participant's country of residence.

12.2 These terms are available in German, English and Hungarian. In case of discrepancies, the Hungarian version prevails.

12.3 Should any provision be invalid, the remaining provisions remain in force.

12.4 Contact: EV.analytica Kft., help@evapp.me.

Last updated: 3 November 2026