

## General Terms and Conditions "BICONTcasa" online prepaid system

### Introduction

The original version of these terms and conditions is the German version. Versions in other languages are translations. In the event of difficulties of interpretation, the German text shall prevail.

### Purpose

These GTC govern the operation and fee collection of online prepaid systems and the preparation of corresponding invoices by ELEKTRON on behalf of its customer.

### Services from ELEKTRON

The following services are included (this list is exhaustive):

- Operation and maintenance of the "BICONTcasa" online prepaid system
- Monthly transfer of the credit balance with a detailed statement
- Support for owners, management, caretakers and users
- Troubleshooting at BICONTcasa charging station on site
- Internet and mobile phone charges (if supplied by ELEKTRON)
- Hosting the data in Switzerland
- Management of the user accounts and correspondence accounts
- Transaction fees and deposit management
- Compliance with data protection regulations

### Contract objects

This GTC covers all properties for which a **BICONTcasa charging station** is in use and whose machines are equipped with **BICONT Card Systems**.

The property portfolio can be expanded or reduced as required. Individual properties can be cancelled from the property portfolio with a notice period of 60 days to the end of each month as long as at least one active **BICONTcasa charging station** and one active **BICONT Card system** remain in the portfolio.

### Users

The users of the **BICONT Card System** are contracting parties of the customer and therefore only indirectly party to these GTC. Nevertheless, all user agreements concluded with the users are linked to these GTC. Should these be amended or cancelled for all properties, this shall also apply to the affected users in accordance with the "BICONTcasa Terms of Use".

The customer undertakes to inform the users of its property directly about the user fees to be paid.

### Support

The support provided by ELEKTRON to the Customer and the Users shall be in accordance with Appendix 1.

### Debt collection and fees

The provision of the service requires that ELEKTRON manages credit balances on behalf of the customer. The customer receives proof of the payments made by the users as well as the legally compliant invoice for the costs incurred per month. These invoices are offset against the collective account if the balance is positive. In cases where the balance is insufficient, the remaining amounts must be paid within 30 days.

The amount of the fees is based on the conditions set out in Appendix 2.  
ELEKTRON is authorised to adjust the fees subject to a notice period of 90 days.  
If the customer does not cancel the BICONTcasa charging station service agreement **within 30 days of notification of the fee adjustment**, the fee adjustments are deemed to have been accepted.

The credit balances of user and collective accounts do not bear interest.

#### Disclaimer

ELEKTRON's liability shall be limited to wilful intent and gross negligence.

#### Duration / Termination

A service agreement for a **BICONTcasa charging station** is concluded for an indefinite period. Its minimum term is 12 months. Thereafter, it can be cancelled by either party with 90 days' notice to the end of any month.

#### Entry into force

These GTC come into force with the issue of a service agreement for **BICONTcasa charging stations**.

#### Legal succession

The parties undertake to transfer their rights and obligations under these GTC to their legal successors.

#### Applicable law and place of jurisdiction

These GTC are subject to Swiss law. The place of jurisdiction shall be the competent court at the registered office of ELEKTRON.

#### Final provision

Should one or more provisions of these GTC be or become invalid in whole or in part, this shall not affect the validity of the remaining provisions of these GTC. The parties are required to replace an invalid or void provision with one that corresponds to the applicable legal system and comes as close as possible to the economic purpose of the provision to be replaced.

ELEKTRON AG  
Au ZH, 01 May 2025

## Appendix 1 to online prepaid system "BICONTcasa": Support times

ELEKTRON Support is available for faults or questions in connection with the BICONTcasa prepaid system.

### Support times:

Monday to Friday, 9:00 - 11:30 and 13:30 - 16:00,  
with the exception of federal, cantonal and local public holidays and the period from 24 December to and including 2 January.

In the event of a fault and during the above-mentioned support times, ELEKTRON will respond within four hours.

ELEKTRON may invoice separately for services that exceed the scope of services in accordance with the GTC.

### Contact details Support

e-mail: [support@bicontcasa.ch](mailto:support@bicontcasa.ch)

Phone: +41 44 781 04 74

## Appendix 2 to online prepaid system "BICONTcasa": Fees, valid from 01 March 2025

Fees for customers (administrations and owners)

Basic fee BICONTcasa charging station	CHF 100.00	excl. VAT, per month per charging station, payable annually Including on-site fault rectification at the BICONTcasa charging station. External sources of faults will be charged separately.
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Fees for users

Service fee online prepaid system	14.0%	excl. VAT, from the paid-in washing fee
Electronic QR payment slips	CHF 0.00	E-mail dispatch
Physical QR-bills	CHF 2.00	6 pcs. à CHF 30.00
Prepaid user card	CHF 15.00	
Account balancing and reimbursement	CHF 5.00	

The customer undertakes to inform the users of its property directly about the user fees to be paid.  
to inform.