



TERMS OF USE

1. About these terms

- 1.1 Electronic Parking AB, org.nr: 556871-1450, ("ePARK", "we", "us", "our") provides services for parking and charging vehicles through our mobile application (the "App") and our website www.epark.se (the "Website") (collectively referred to as the "Services").
- 1.2 These Terms of Use (the "Terms") govern the commercial and payment terms of the Services, the terms of use of the App and the terms and conditions for when you register an account through the App or on the Website. The Terms apply to your use of the Services and any content offered, and/or made available in the App or on the Website. The terms and conditions apply regardless of whether you register an account or not.
- 1.3 The Terms and Conditions, together with information on the Website and in the App, constitute the agreement between you and ePARK.
- 1.4 By accepting the Terms, you agree to comply with them when using our Services and confirm that you have understood them and that the information you provide is correct.
- 1.5 To use the Services, you need to agree to these terms and have the right to enter into contracts by law, e.g. be over 16 years of age and not be under guardianship.
- 1.6 In addition to these Terms and the standard rates and other commercial terms and conditions applied by ePARK, special terms and conditions may apply at the location where you use the Services, such as special terms and conditions and prices in a particular parking space or for a particular charging station. Such deviating terms are set out in the App in connection with your use of our Services and apply before what is stated in these Terms. If you or the company you represent have entered into a separate agreement with ePARK, that agreement applies before these Terms.
- 1.7 The terms and conditions apply together with applicable mandatory legislation, such as consumer law. When buying electricity, consumer sales legislation typically does not apply to goods, e.g. the Swedish Consumer Sales Act does not apply.

Company representative

- 1.8 If you are using the Services as a representative of a company or organization (hereinafter referred to as a "company"), you accept the Terms both on behalf of the company and on your own behalf. You also warrant that you have the authority



to accept the Terms on behalf of the Company and have the authority to use the Services and to make any purchases on behalf of the Company. ePARK offers ePARK Business, which you can apply for separately. For ePARK Business, these Terms and Conditions apply together with the ePARK Business terms and conditions for a business account.

2. Contact us

2.1 If you have any questions about the Terms or would like to get in touch with us, you can contact our customer service team by using our chat function on the Website, calling us on 010-101 31 10 or [emailing support@epark.se](mailto:emailing.support@epark.se). Our address is Anders Carlssons gata 14, 417 55 Gothenburg, Sweden.

3. About our Services

3.1 ePARK offers different account types for your use of the Services: ePARK Quick, ePARK Business and ePARK Premium. Depending on the account type, the Services are offered with different functionality and with different commercial terms such as prices.

3.2 ePARK Quick is our alternative that we provide without any ongoing fee, in addition to the fee when you park or charge. With ePARK Quick, you can use our Services without registering an account, but with limited functionality. ePARK Premium is an account type with increased functionality that may vary over time. Through ePARK Business, we offer an opportunity for companies to apply for a business account for the use of the Services. In addition to these Terms and Conditions, ePARK Business terms and conditions apply to ePARK Business. Current information about what each account type includes can be found [\[here\]](#).

3.3 You choose whether you want to use our Services by registering an account with us or whether you want to use the Services without an account. In order to use ePARK Business, you must apply for and register an account.

3.4 Some services may require you to activate the service yourself through the App or on the Website in order to use it.

3.5 Some Services that you use have a special contract period. Read more about it under section 17 below.

ePARK Premium

3.6 If you choose our ePARK Premium account type, a fee per month may be charged for better terms and functionality. In addition to the monthly fee, there is a fee per parking. If a fee is charged for ePARK Premium, you will be informed of this when you sign up for an ePARK Premium subscription. Fees may apply and/or change during the subscription period. In such a case, we will inform you of such changes



before they take effect. You can read more about the applicable fees on our website.

- 3.7 The monthly fee does not imply payment for the use of the Services (such as each individual parking or charging). You pay separately for each individual Service you use in addition to the monthly fee.
- 3.8 The ePARK Premium subscription runs until further notice and continues until you cancel ePARK Premium. Read more about termination under section 17 below.

4. About the user account

- 4.1 You choose whether you want to create an account with us or not. If you register an account in the App, it means that you get access to additional functionality that may vary over time. Among other things, you get the opportunity to mark parking zones as favourites, see your parking and payment history and manage any invoices. For some of our Services, you will need to register an account with us in order to use them.
- 4.2 It is free to download the App and to register an account. When you register a user account, you need to provide an email and password.
- 4.3 The user account is personal and may not be transferred or used by anyone other than you personally. You undertake to ensure that no one but yourself can use the login details.
- 4.4 You are obliged to notify us immediately of any changes to your email address or other contact details.
- 4.5 You may delete your account or choose to deregister your user account on the Website or in the App at any time. However, deregistration affects access to the Services offered by ePARK.

5. Your responsibility as a user

- 5.1 You are personally responsible for all use of the Services that occurs under your user account or use without a logged in account. This includes liability for all payments arising from such use. If you become aware or suspect that your user account is being used by an unauthorized person, you are obliged to notify us immediately in order for us to have a reasonable opportunity to take security measures.
- 5.2 You are responsible for complying with all guidelines and requirements in accordance with the instructions given by ePARK from time to time. When you use our Services, this includes, among other things, a responsibility to ensure:
- that you are within the correct parking zone



- that the registration number, credit card or other means of payment and all other information provided by you are correct and valid
- that the vehicle you are using meets all the requirements necessary to use the Services
- that a parking lot is started and ended correctly
- that you have received confirmation that your parking or charging session has started and ended.

5.3 You are responsible for not using your user account or the Services in any way that is unlawful or causes harm or inconvenience to others. If we suspect that your use of your user account or of the Services is being misused or if the use otherwise violates the Terms, we also have the right to terminate your user account and to suspend you from further use of the Services. A suspension should not be considered a failure on our part to provide the Services under the contract we have entered with you.

6. Equipment and Use of the Services

6.1 ePARK only provides the Services and does not own or be responsible for the parking spaces or charging stations that can be used when using our Services. In the event that your use of our Services means that we provide you with a parking permit, it shall not in any way be understood as ePARK renting out the parking space or otherwise granting a right of use to the parking space. ePARK is not responsible for the operation and technical functioning of the charging stations or for their compliance with applicable standards, laws and regulations.

6.2 The charging capacity of charging points depends on several factors, such as the vehicle's technical conditions, the charging level of the battery and the capacity of the charging station (including grid limitations), of which the component with the lowest capacity will determine the power the vehicle can absorb. Therefore, neither ePARK nor the operator providing the charging station can guarantee that the charging of your vehicle will be carried out within any maximum specified time or with a certain minimum power.

7. Pricing

7.1 When purchasing our Services, the prices stated at the time of purchase apply. For those acting as consumers, the prices are stated including VAT. For companies, prices are stated excluding VAT. Current VAT is reported on any invoice.

7.2 The basic prices do not include any fees that may apply. The total price for the Services is set out before the contract is concluded.

7.3 If, for example, due to a technical error, the price or information has been entered incorrectly and you realized or should have realized this, the incorrect price or information will not apply to the Service.



8. Payment

- 8.1 We offer different payment methods for our Services and account types. These may vary per location. The payment methods that we offer are stated at the location where you are in connection with parking, charging or using another Service. The information is also available on the Website and in the App.
- 8.2 The cost of each parking, charging of vehicles or other use of our Services is registered in your user account or the registration number you have provided, at each time.
- 8.3 In the event that you have been allocated an amount of credit (parking credits), these are automatically used as a payment method for the use of the Services, provided that the parking credits are sufficient for partial or full payment. Parking credits can only be used for short-term parking, unless otherwise agreed by us, and cannot be redeemed for cash. It is only possible to activate a code once per month, but credits can then be used several times. For full details and terms and conditions of our parking credits, please visit the Website.
- 8.4 Payment of the monthly fee for ePARK Premium is made in advance.
- 8.5 Depending on the payment method you choose, additional fees may apply. The payment methods available may change over time. You can read more about our payment methods [here](#).
- 8.6 To be able to pay by invoice, you need to be at least 18 years old. If you pay by invoice, our invoice terms apply. If you choose a payment method provided by a payment service provider to us, you will enter into a separate payment agreement with our payment service provider in connection with the agreement, to which the payment service provider's terms and conditions apply. All terms and conditions for payment can be found [here](#).
- 8.7 If you are late in payment, ePARK or its payment service providers have the right to charge a reminder fee and interest for late payment as required by law. In the event of non-payment, the claim can also be handed over to debt collection with collection fees as a result. ePARK also has the right to suspend you from using our Services and/or delete your user account if you are late in payment.
- 8.8 If a refund is made as a result of a mistake on your part, such as an incorrect payment, ePARK has the right to charge an administrative fee corresponding to the costs incurred by ePARK for handling the refund.

9. Availability, maintenance and support

- 9.1 We strive to make our Services available to you around the clock, but in practice the ability to use the Services may be limited, for example, by certain charging



stations or parking spaces not being accessible at certain times due to special restrictions.

- 9.2 Although this is our ambition, we cannot guarantee that the Services will always be provided completely free of technical disruptions. We may need to change, restrict access to or suspend the Services for reasons such as service, support, security or other technical reasons. Availability may be affected by external factors such as network connectivity. We aim to inform you of any disruptions or interruptions.
- 9.3 In the event of a problem with the Services, you shall, to the extent reasonably reasonable, cooperate with us to determine whether it is your hardware, software or network connection that is causing any problems. If you do not participate in the troubleshooting to a reasonable extent, our ability to investigate and help you with the problem may be limited.
- 9.4 If you experience problems with the Services or are dissatisfied in any way, it is important that you inform us as soon as possible. We are always looking to improve and are grateful to receive both feedback and support questions at the contact details provided in section 2 to find a solution to the problem as soon as possible.
- 9.5 You are responsible for protecting your technical equipment against unauthorized use, including the use of appropriate anti-virus software and firewall.

10. Changes and updates

- 10.1 To access the Services, an internet connection is required. The service is provided according to the latest version from time to time. If updates are required for the Services to function and to ensure an adequate level of security, we will inform you of this and any consequences of not performing the update. Updates may result in changes to the technical requirements placed on your device. It's up to you whether you want to install the updates provided.
- 10.2 If you choose not to install available updates, it may affect how the Services will work, and we cannot guarantee that the Services can be provided in accordance with these Terms. We will not be liable for any errors resulting from your failure to install the updates provided if you have been informed that the updates are available and the consequences of failure to install and failure to install and not to install due to the instructions for installation.
- 10.3 In addition to such updates as set out above, we will, under certain conditions, change the features of the App, provided that we have a valid reason for such change and if the change is made at no cost to you. We have a valid reason to make changes if the change is necessary to adapt the App to a new technical environment or an increased number of users, if we have other important operational reasons, if we want to develop some type of features or content in the



App or if we want to improve the user experience of the App. We will inform you of changes in accordance with mandatory consumer protection legislation.

- 10.4 Changes will become effective upon your acceptance of the Terms (when you sign in and/or use the Service) or 30 days after we have notified you of the changes. ePARK recommends that you activate push notifications to receive information about changes to terms and conditions and other important information.

11. Intellectual Property Rights

- 11.1 We own all rights and know-how related to the Services. These terms give you a right to use the Services, but you do not acquire any rights and no title to the Services passes to you.
- 11.2 These Terms and Conditions grant you a non-exclusive and non-transferable right to use the Website and App during the term of the Agreement. The content of the Website and the App may not be used to a greater extent than is necessary for you to use the Website and/or App in accordance with these Terms and in the manner intended.

12. Special App Terms

- 12.1 The following sections govern specific terms and conditions that apply only to the App.
- 12.2 The app is currently available as an app for iOS and Android devices.
- 12.3 In order for us to be able to offer the App for download via the App Store and Google Play Store, Apple Inc. and Google LLC respectively require that you, as a user of the App, comply with specific terms and conditions for the benefit of Apple Inc. and Google LLC, respectively, which are described in this Section 12 (the "App Terms"). In the event of any conflict between the App Terms and the Terms, the App Terms shall control.
- 12.4 When you download the App via the App Store or Google Play Store, the following applies:
- (a) You acknowledge that the App Terms are only between you and us and not between you and Apple Inc. and Google LLC, respectively.
 - (b) You acknowledge that we are solely responsible in accordance with the App Terms and Conditions for responding to any claims made by you or anyone else with respect to the App or your possession and/or use of the App.
 - (c) You acknowledge that neither Apple Inc. nor Google LLC has any obligations with respect to the maintenance and support services of the App. In the event of any errors or performance issues, you should contact



us directly, who are solely responsible for the maintenance and support of the App as set out in the App Terms or as required by applicable law.

12.5 If you have downloaded the App from the Google Play Store, Google LLC shall have no warranty whatsoever in respect of the App and any claims, losses, liabilities, damages, costs or expenses attributable to the failure.

12.6 For those who use the App Store to download the App, the following terms and conditions also apply:

- (a) You acknowledge that we, and not Apple Inc., are solely responsible for the App and its content.
- (b) You acknowledge that your right to use the App is non-transferable and only allows you to use the App in Apple-branded products that you own or control and in a manner permitted by [the Apple Media Services Terms](#), except where the App can be accessed and used by other accounts associated with you through Family Sharing or Volume Purchases.
- (c) You acknowledge that we are solely responsible in accordance with these App Terms, and as required by applicable law, for any claims, losses, liabilities, damages, expenses or costs arising out of any failure to comply with any warranty. If the App does not meet such guarantees, you as a user may contact Apple Inc. to recover any cost you have paid for the App. In addition to this, and to the extent permitted by applicable law, Apple Inc. has no other liability for the App to you as a user.
- (d) You acknowledge that we, and not Apple Inc., are solely responsible for any claims made by you or others arising out of the App or your possession of or use of the App. This includes, but is not limited to: product liability claims, claims arising from the App's failure to comply with any law or regulatory requirements, claims arising out of consumer protection laws, privacy laws, or other similar laws.
- (e) You agree that, in the event of any third-party claim that the App or your possession and use of the App infringes that third party's intellectual property rights, we, and not Apple Inc., are solely responsible for the investigation, defense, settlement and discharge of any such intellectual property infringement claim.
- (f) You warrant that (i) you are not located in a country that is subject to a U.S. embargo, or that has been designated by the U.S. government as a "terrorist supporting" country; and (ii) you are not registered with any U.S. Government as a prohibited or restricted party.
- (g) In addition to complying with the App Terms, you also agree to comply with any applicable third-party contractual terms when using the App.



- (h) You acknowledge and agree that Apple Inc., and its affiliates, have the right to join the App Terms and have the right to enforce the Terms against you as a third-party beneficiary.
- (i) Any questions, complaints or claims regarding the App should be directed to us using the contact details set out in Section 2.

13. Responsibility

- 13.1 ePARK assumes responsibility for the provision of its Services in accordance with applicable law. We are not liable for any damage arising from negligence in your use or other circumstances on your part, such as negligence. ePARK is also not liable for damage arising from your use of the Services in violation of the instructions and technical requirements in force from time to time, nor is ePARK liable for any damage arising from a lack of compatibility between your vehicle and a charging station that you use when using any of our Services.
- 13.2 In the event that you use the Services in the course of your business, ePARK is also not liable for indirect losses, third party damages, loss of data, consequential damages or loss of profits. In addition, ePARK's liability under these Terms and Conditions for any loss or damage is limited to an amount equal to the total amount paid by you for the Services in one month.
- 13.3 We are also not liable for any damage arising from your liability to third parties, such as, but not limited to, infringement of third parties' intellectual property rights.
- 13.4 ePARK is only a platform service that enables, facilitates and administers payment for parking and charging of vehicles. ePARK itself has no responsibility for the location where you park, charge your vehicle or otherwise use the Services. You are responsible for complying with the applicable parking rules and conditions at the location where you park or charge your vehicle. ePARK is not responsible for any parking fines, parking fines or other similar fees that may be charged in the event of parking violations or violations of terms and conditions when using other services.
- 13.5 We are not liable for damage caused by unforeseen circumstances beyond our control, such as war, strike, pandemic or natural disasters, which we could not reasonably have foreseen (Force Majeure). If, due to Force Majeure, we are prevented from fulfilling our obligations under the agreement or these Terms and Conditions, you have the right to withdraw from the agreement in accordance with mandatory consumer law legislation.
- 13.6 Liability is limited only to the extent that the consumer protection laws of the country in which you have your habitual residence do not preclude such limitation.



14. Personal data

14.1 We are the data controller for the processing of several of your personal data that occurs when you use the Services. Information about our processing of personal data when we are data controllers can be found in our [privacy policy](#).

15. Right of withdrawal

15.1 Under mandatory consumer protection laws in the European Union, you always have the right to withdraw from the contract for the Services (right of withdrawal) within fourteen (14) days of accepting these Terms and entering into the contract with us. You can exercise your right of withdrawal by contacting us on the information under section 2 or by using the Swedish Consumer Agency's withdrawal form, which you can find [here](#).

15.2 If you cancel your purchase, you may be liable for compensation for the part of the Service that has already been performed before you changed your mind, provided that you have requested that the Service be started during the withdrawal period in a document or in some other legible and durable form. This means, for example, that you are not entitled to a refund for a parking that you have completed even if you have provided incorrect information such as the wrong parking zone or the wrong registration number.

15.3 When charging your vehicle, i.e. when purchasing electricity, no right of withdrawal applies.

15.4 If you use our ePARK Quick account type, which has no ongoing cost, we recommend that you close your user account, and delete the App if you use it, if you want to exercise your right of withdrawal.

15.5 Even if the 14 days have passed, you have the right to deregister your user account and to cancel any ePARK Premium subscription you have with us.

15.6 Any refunds resulting from your withdrawal from your contract with us will be made using the same payment method you used for the purchase unless we have agreed otherwise.

16. Complaint

16.1 According to mandatory consumer protection legislation in the EU, you have the right to complain about your purchase of our Services under certain conditions.

16.2 Note that when buying electricity, you typically do not have the right to complain about your purchase.

16.3 If errors occur in the use of the App or in our provision of the Services in general, you have the right to complain during the period of these Terms and up to two (2) months after termination of the Terms.



- 16.4 If you want to make a complaint, you can contact our customer service at the information under section 2. Our address for complaints is Anders Carlssons gata 14, 417 55 Gothenburg, Sweden.
- 16.5 In some cases, you may be offered a parking credit in connection with making a complaint about our Services. It is completely voluntary to accept parking credit as compensation in the event of a complaint. If you choose to receive parking credit, the terms and conditions set out in section 8 above apply.
- 16.6 Our liability is limited to the extent permitted by mandatory consumer protection laws applicable in the country in which you have your habitual residence.

17. Contract period and termination

- 17.1 These Terms apply at all times when you use our Services. Some of our account types and some of our Services are provided as a fixed-term subscription. For our different account types, details about this can be found above and in the case of ePARK Business in our ePARK Business Terms and Conditions. For certain Services, special notice periods may apply, for example for certain parking permits that we provide, which will be automatically extended, which means that you enter into a new agreement with us for that service. When a special notice period applies to a particular Service, it is clearly stated when you enter into a contract for those Services. For ePARK Quick and ePARK Premium, there is no notice period.
- 17.2 If you wish to terminate the agreement with us, a particular account type or a particular Service, the easiest way to do so is through your account settings on the Website or in the App. Of course, you can also make a cancellation by contacting us by email or phone. Please note that non-payment does not count as termination.
- 17.3 [The App Terms](#) apply from the time you download the App via the App Store or Google Play Store for the first time until you uninstall the App.
- 17.4 We have the right to terminate the agreement with immediate effect by deleting your user account if you violate these Terms or any other guidelines that apply to the Services from time to time.

18. Other

- 18.1 Should any provision of the Terms or any part thereof be invalid, this shall not mean that the Terms in their entirety are invalid, and all other parts of the Terms shall remain in force to the fullest extent permitted by mandatory law.
- 18.2 We have the right to assign your rights and obligations under these Terms without your written consent.



19. Applicable Law and Dispute Resolution

- 19.1 These Terms and Conditions shall be construed and applied in accordance with Swedish law. However, you are always entitled to the mandatory consumer rights that apply in the country where you have your habitual residence. Nothing in these Terms shall be construed as limiting such rights.
- 19.2 In Sweden, you can make a complaint to the National Board for Consumer Disputes (ARN). You can contact ARN through their website www.ARN.se or by sending a letter to Box 174, 101 23 Stockholm.
- 19.3 Notwithstanding the above, any disputes may also be settled in any competent court in the country where you are domiciled.

The terms and conditions were adopted by ePARK / Electronic Parking AB on 2026-04-01.