

BubbleCharge Dispute Resolution Policy

Effective Date: September 1, 2026

Overview

BubbleCharge is committed to providing a fair, transparent, and reliable marketplace for EV charging services. While most reservations are completed without issue, disagreements may occasionally arise between Hosts and Finders, regarding reservations, payments, cancellations, refunds, charger access, listing accuracy, conduct, or other platform-related matters.

This Dispute Resolution Policy explains how disputes may be reported, investigated, and resolved through BubbleCharge.

BubbleCharge encourages users to communicate respectfully and attempt to resolve minor issues directly whenever appropriate. However, when a dispute cannot be resolved between the parties, BubbleCharge's Support Team may review the matter and make a determination in accordance with applicable BubbleCharge policies.

This Policy applies to all users in Canada and the United States.

Contacting BubbleCharge Support

Users may contact the BubbleCharge Support Team at any time to report issues, ask questions, submit concerns, or request assistance regarding a reservation.

All queries and concerns must be directed to:

support@bubblecharge.com

Support requests may include, but are not limited to:

- Refund requests
- Cancellation requests
- No-show claims
- Charger access issues
- Charger malfunction reports
- Payment concerns
- Account concerns
- Policy violations
- Safety concerns
- Fraud reports

- Harassment complaints
- Privacy concerns

Support requests may be submitted 24 hours a day through the contact methods provided on the BubbleCharge platform.

While support requests may be submitted at any time, response times may vary depending on the nature, complexity, volume, and urgency of the matter.

Types of Disputes

BubbleCharge may review disputes involving:

Reservation Disputes

Including:

- Reservation cancellations
- No-show claims
- Reservation modifications
- Reservation completion issues
- Check-in disputes

Service Disputes

Including:

- Charger availability
- Charger functionality
- Charger accessibility
- Charger compatibility
- Listing accuracy

Payment Disputes

Including:

- Refund requests
- Payout concerns
- Billing questions
- Payment authorization issues
- Chargeback-related concerns

User Conduct Disputes

Including:

- Harassment
- Threatening behavior
- Discrimination
- Fraud
- Policy violations
- Misrepresentation

BubbleCharge may determine whether a particular issue falls within the scope of this Policy.

Reporting a Dispute

Users should report disputes as soon as reasonably possible after becoming aware of the issue. All queries and concerns must be directed to:

support@bubblecharge.com

When submitting a dispute, BubbleCharge may request information including:

- Reservation number
- User account information
- Description of the issue
- Relevant dates and times
- Supporting documentation
- Screenshots
- Communications
- Other information relevant to the dispute

Users are responsible for providing accurate and complete information.

Failure to provide requested information may affect BubbleCharge's ability to review the matter.

Investigation Process

Upon receiving a dispute, BubbleCharge may review available information and determine whether additional investigation is necessary.

During an investigation, BubbleCharge may:

- Review reservation records.

- Review payment records.
- Review check-in information.
- Review communications submitted to BubbleCharge.
- Request information from either party.
- Contact Hosts or Finders.
- Review prior account activity.
- Delay refunds or payouts.
- Temporarily restrict account activity.
- Take other actions reasonably necessary to investigate the matter.

BubbleCharge is not required to investigate every claim and may determine that insufficient information exists to proceed.

Evidence and Documentation

BubbleCharge may consider any information it reasonably believes is relevant to a dispute.

Examples may include:

- Reservation records
- Check-in records
- Charger usage information
- Utility outage notices
- Photographs
- Screenshots
- Invoices
- Repair records
- Written communications
- Statements from involved users

BubbleCharge may assign different weight to different forms of evidence and may determine credibility in its sole discretion.

The existence of evidence does not guarantee a particular outcome.

Temporary Actions During a Dispute

To protect users and the platform, BubbleCharge may take temporary action while a dispute is being reviewed.

Such actions may include:

- Delaying payouts.

- Delaying refunds.
- Restricting reservation activity.
- Suspending listings.
- Requiring additional verification.
- Limiting account functionality.

Temporary measures do not necessarily indicate wrongdoing by any party.

Resolution of Disputes

After reviewing available information, BubbleCharge may take actions including:

- Approving a refund.
- Denying a refund.
- Issuing a partial refund.
- Adjusting a payout.
- Reversing a payout where permitted.
- Cancelling a reservation.
- Removing content.
- Issuing warnings.
- Suspending accounts.
- Removing users from the platform.

BubbleCharge may determine that no action is appropriate.

Not all disputes will result in compensation or corrective action.

User Cooperation

Users are expected to cooperate honestly and promptly with BubbleCharge during dispute reviews.

Users may not:

- Submit false information.
- Misrepresent facts.
- Alter evidence.
- Create misleading documentation.
- Harass support personnel.
- Attempt to manipulate outcomes.

Failure to cooperate may affect eligibility for refunds, payouts, account privileges, or other platform benefits.

Fraudulent and Abusive Claims

BubbleCharge reserves the right to deny claims that it reasonably believes are fraudulent, abusive, misleading, or unsupported.

Examples may include:

- False no-show reports.
- False charger malfunction claims.
- Fabricated evidence.
- Repeated bad-faith refund requests.
- Attempts to obtain duplicate compensation.
- Efforts to avoid fees or platform rules.

Users who engage in fraudulent activity may be subject to account suspension, permanent removal, legal action, or referral to appropriate authorities where permitted by law.

Support Team Authority

The BubbleCharge Support Team is authorized to review and administer matters arising under BubbleCharge policies, including the Cancellation Policy, Refund Policy, Major Disruptive Events Policy, Content Policy, Nondiscrimination Policy, Off-Platform and Fee Transparency Policy, Privacy Standards, and Terms of Service.

Support Team decisions may consider:

- Available evidence
- User safety
- Platform integrity
- Fraud prevention
- Operational considerations
- Applicable laws
- Relevant platform policies

Users acknowledge that BubbleCharge may make reasonable determinations based on incomplete, conflicting, or unavailable information.

Chargebacks and External Payment Disputes

If a user initiates a chargeback, payment dispute, or similar claim through a payment provider, card issuer, financial institution, or third-party payment service, BubbleCharge may suspend review of related refund requests until the external dispute process is completed.

BubbleCharge may provide information to payment processors, financial institutions, and dispute resolution providers to defend or investigate disputed transactions.

Users may not receive duplicate recoveries relating to the same reservation.

Limitation of BubbleCharge's Role

BubbleCharge provides a technology platform that facilitates reservations between independent Hosts and Finders.

BubbleCharge is not a party to every dispute between users and does not guarantee that every disagreement can be resolved to the satisfaction of all parties.

Nothing in this Policy requires BubbleCharge to intervene in every dispute, provide compensation, or take enforcement action in every circumstance.

BubbleCharge reserves the right to determine the scope of its involvement in any dispute.

BubbleCharge Discretion

BubbleCharge reserves the right to interpret, apply, and enforce this Policy and all related platform policies in a manner consistent with user safety, fraud prevention, legal compliance, and marketplace integrity.

Where multiple policies apply, BubbleCharge may determine which policy governs the matter.

Any determination made by BubbleCharge regarding refunds, payouts, reservations, account restrictions, or policy enforcement shall be final except where otherwise required by applicable law.

Policy Updates

BubbleCharge may update this Dispute Resolution Policy from time to time.

Updated versions will be published on the BubbleCharge platform and become effective upon publication unless otherwise stated.

Continued use of BubbleCharge after an update constitutes acceptance of the revised Policy.

Contact

Our support team is available 24 hours and 7 days a week. All queries and concerns must be directed to:

support@bubblecharge.com

BubbleCharge Inc.

Canada