

BubbleCharge Refund Policy

Effective Date: September 1, 2026

Overview

This Refund Policy explains when a Finder may be eligible for a refund, how refund requests are reviewed, how refunds are processed, and the rights and responsibilities of Hosts, Finders, and BubbleCharge.

BubbleCharge operates a technology marketplace that connects EV drivers ("Finders") with independent charger owners and operators ("Hosts"). Because Hosts reserve charger availability for confirmed reservations and BubbleCharge incurs payment processing, operational, compliance, fraud prevention, and customer support costs when reservations are made, not all cancellations or reservation issues will result in a refund.

Refund eligibility is determined by this Refund Policy, the Cancellation Policy, the Major Disruptive Events Policy, the Terms of Service, and any other applicable BubbleCharge policies.

By using BubbleCharge, users agree that BubbleCharge may investigate, determine, approve, deny, adjust, or reverse refunds in accordance with these policies and applicable law.

General Refund Principles

A refund is not automatically available simply because a reservation is cancelled.

The amount refunded, if any, depends on the circumstances of the reservation, the timing of the cancellation, whether the charging session commenced, the conduct of the parties, the information available to BubbleCharge, and any applicable policies.

BubbleCharge may issue:

- Full refunds
- Partial refunds
- No refunds

Each request will be evaluated based on the facts and information available at the time of review.

Refunds may be reduced to account for:

- Completed portions of a charging session
- Applicable service fees
- Payment processing expenses
- Taxes already remitted or payable

- Chargebacks or payment reversals
 - Other costs reasonably incurred in connection with the reservation
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Refunds Before Host Approval

If a Finder cancels a reservation request before it is accepted by the Host, BubbleCharge will generally issue a refund of amounts collected for that reservation.

Where a payment authorization rather than a completed charge has occurred, BubbleCharge may simply release the authorization rather than issue a separate refund transaction.

The timing of the release depends on the payment processor, card network, and financial institution.

Refunds After Host Approval

Once a Host accepts a reservation, the charging session is reserved for the Finder and may no longer be available to other users.

If a Finder cancels after Host approval, any refund will be governed by the BubbleCharge Cancellation Policy.

In many circumstances, BubbleCharge service fees, payment processing costs, and other non-refundable transaction costs may be retained.

The Finder acknowledges that cancellation after Host approval may reduce or eliminate refund eligibility.

Refunds After Check-In

A reservation generally becomes non-refundable once a Finder successfully checks in or begins using the charging service.

Once a charging session has commenced, BubbleCharge may determine that the reservation has been partially or substantially fulfilled.

Refund requests submitted after check-in may be denied, reduced, or adjusted based on:

- Duration of charger use
- Electricity delivered
- Session completion status
- Reservation records

- Communication history
- Available evidence

BubbleCharge is not obligated to provide a refund solely because a Finder decides to leave early, stop charging early, or no longer requires charging services.

Reservation Issues

BubbleCharge may consider refunds when a verified reservation issue materially prevents a Finder from receiving the charging service described in the reservation.

Examples may include:

- The charger is unavailable.
- The charger cannot be accessed.
- The charger does not function.
- The listing materially misrepresents the charging equipment.
- The Host fails to provide access as described.
- A significant undisclosed condition prevents charging.

Not every inconvenience, delay, or operational issue will qualify for a refund.

BubbleCharge may determine that a reservation issue does not materially affect the charging session and therefore does not justify a refund.

Partial Refunds

Certain situations may warrant a partial refund rather than a full refund.

Examples may include:

- Charging begins but is interrupted.
- A reservation is partially completed.
- Only part of the reserved charging time is unavailable.
- Some, but not all, advertised features are unavailable.

When calculating a partial refund, BubbleCharge may consider:

- Time used.
- Charging delivered.
- Duration of disruption.
- Severity of the issue.
- Impact on the Finder.

- Amounts already paid to the Host.

No specific calculation method is guaranteed.

No-Show Refunds

Finder No-Show

A Finder who fails to arrive, check in, or begin the reservation within a reasonable period after the scheduled start time may be considered a no-show.

Finder no-shows generally are not eligible for refunds.

BubbleCharge service fees may be retained.

The Host may remain eligible for payout according to platform policies.

Repeated no-shows may result in account review, restrictions, or suspension.

Host No-Show

A Host may be considered a no-show if the Host fails to provide reasonable access to the charging location or charging equipment during a confirmed reservation.

Where a Host no-show is verified, BubbleCharge may issue a full or partial refund to the Finder.

The Host may lose eligibility for payout and may be subject to enforcement measures.

Major Disruptive Events

Refunds relating to natural disasters, widespread utility outages, emergency government restrictions, severe weather events, or other extraordinary circumstances are governed by the BubbleCharge Major Disruptive Events Policy.

BubbleCharge reserves the right to determine whether a particular event qualifies for relief under that Policy.

The existence of an unexpected event does not automatically create refund eligibility.

Evidence Requirements

Users seeking a refund may be required to provide supporting information.

Such information may include:

- Reservation details
- Communications
- Screenshots
- Photographs
- Utility outage notices
- Repair documentation
- Check-in records
- Location information
- Other relevant evidence

BubbleCharge may deny a refund request if adequate supporting information is not provided.

The burden of demonstrating entitlement to a refund rests with the user requesting the refund.

Investigation Rights

BubbleCharge reserves the right to investigate all refund requests.

During an investigation, BubbleCharge may:

- Review reservation records.
- Review payment information.
- Contact either party.
- Request additional documentation.
- Delay payouts.
- Delay refund decisions.
- Suspend account privileges.

Users agree to cooperate fully with any investigation.

Failure to cooperate may affect refund eligibility.

Service Fees

Except where required by law or expressly stated otherwise by BubbleCharge, service fees are generally non-refundable.

Service fees help support:

- Payment processing
- Fraud prevention
- Identity verification
- Customer support
- Marketplace operations
- Platform development

BubbleCharge may retain service fees even when a reservation is cancelled or refunded.

Refund Processing Times

Once a refund is approved, BubbleCharge will generally initiate the refund within **10 business days**. After the refund is initiated, the time required for funds to appear in the user's account depends on the payment method, payment processor, card network, and financial institution.

In most cases, users should expect refunds to appear within **5 to 15 business days**, although certain payment methods, banks, or cross-border transactions may take longer.

BubbleCharge is not responsible for delays caused by financial institutions, payment processors, card networks, currency conversion providers, or circumstances beyond its reasonable control.

Chargebacks and Payment Disputes

If a Finder initiates a chargeback, payment dispute, reversal, or similar claim through a payment provider, BubbleCharge may suspend processing of any separate refund request until the dispute is resolved.

Users may not receive duplicate recoveries for the same transaction.

If a chargeback is resolved in favor of the Finder, BubbleCharge may reduce or deny any additional refund associated with that reservation.

Recovery of Funds

BubbleCharge reserves the right to recover funds that were issued incorrectly, fraudulently obtained, duplicated, mistakenly credited, or otherwise distributed in error.

If a refund is issued and BubbleCharge later determines that the refund was not warranted, BubbleCharge may recover the amount through lawful means, including deduction from future payouts, offset against

future transactions, or other available remedies. Major marketplace platforms similarly reserve the right to recover amounts refunded or paid in error.

Users agree to return funds received in error.

Fraud and Abuse

BubbleCharge may deny refunds, suspend accounts, withhold payouts, cancel reservations, or take other enforcement action when it reasonably believes a user has:

- Submitted false information.
- Misrepresented facts.
- Manipulated reservation records.
- Attempted refund abuse.
- Engaged in fraudulent conduct.
- Circumvented platform policies.
- Attempted to obtain compensation not otherwise available.

BubbleCharge may take action even if a specific situation is not expressly described in this Policy.

Limitation of Liability

To the maximum extent permitted by applicable law, BubbleCharge's obligations regarding refunds are limited to the amounts expressly required under its policies or applicable law.

BubbleCharge is not responsible for indirect, incidental, consequential, special, punitive, or exemplary damages arising from reservation cancellations, charging interruptions, missed appointments, travel changes, vehicle issues, loss of business opportunities, loss of profits, or other related circumstances.

Nothing in this Policy limits rights that cannot legally be limited under applicable law.

BubbleCharge Discretion

BubbleCharge reserves the right to interpret, apply, investigate, modify, or decline refund requests in a manner consistent with applicable law, platform integrity, fraud prevention, user safety, and operational requirements.

Where multiple BubbleCharge policies apply, BubbleCharge may determine which policy governs a particular situation.

BubbleCharge's determination regarding refund eligibility, refund amounts, payout adjustments, and enforcement actions shall be final except where otherwise required by law.

Policy Updates

BubbleCharge may revise this Refund 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

Questions regarding this Refund Policy may be directed to:

support@bubblecharge.com

BubbleCharge Inc.

Canada