

„MAP OF GOOD PRICES” PROMOTION TERMS AND CONDITIONS (hereinafter referred to as the “Terms and Conditions”)

1. GENERAL PROVISIONS

- 1.1 The organizer of the promotion called Map of Good Prices, hereinafter referred to as the “Promotion”, is GreenWay Hrvatska d.o.o., with its registered office in Zagrebačka avenija 104D, 10000 Zagreb, VAT ID (OIB): HR81313128717, hereinafter referred to as the “Organizer”.
- 1.2 The Promotion consists of a reduction in the rates per kWh at DC charging points at selected GreenWay own charging stations covered by the Promotion, hereinafter referred to as the “Promotional Locations”.
- 1.3 The list of Promotional Locations and the promotional rates per kWh applicable at them are available on the Organizer’s website: <https://greenwaynetwork.com/great-value-charging-map-in-croatia/>.
- 1.4 The Promotion runs from 16 September to 30 November 2026. The Organizer reserves the right to shorten or extend the duration of the Promotion, subject to clause 4.2.

2. PROMOTION CONDITIONS

- 2.1 A participant in the Promotion may be an individual who has full legal capacity (a person who is at least 18 years of age and is not fully or partially incapacitated within the meaning of the Civil Code), has read these Terms and Conditions, accepts their provisions, and is a customer registered in the GreenWay network under the multiple charging option, as well as companies registered under the multiple charging option.
- 2.2 Employees of the Organizer are not excluded from participation in the Promotion.
- 2.3 The Promotion applies to Participants who have an active Enerгия Standard plan.
- 2.4 The Promotion applies exclusively to the prices per kWh for direct current (DC) charging at Promotional Locations. Other fees, including prices for alternating current (AC) charging and fees charged after exceeding the time limit, apply in accordance with the GreenWay Charging Services Price List.
- 2.5 The Organizer reserves the right to modify the list of Promotional Locations and the promotional prices applicable at them during the term of the Promotion. A change to the list of Promotional Locations or promotional prices does not require separate communication and does not constitute grounds for a complaint. The current list of Promotional Locations and promotional prices is available at all times on the website indicated in clause 1.3.
- 2.6 The Promotion may be combined with other promotions and discounts, unless the terms and conditions of such promotions or discounts exclude this possibility.

3. COMPLAINT PROCEDURE

- 3.1 Any complaints regarding the manner in which the Promotion is conducted should be submitted by Participants to the following email address: support@greenway.hr.
- 3.2 A written complaint should include the Participant’s first name, last name, email address, as well as a detailed description and justification of the complaint.
- 3.3 Complaints will be considered by the Organizer within 14 (fourteen) days from the date of receipt.
- 3.4 The Participant will be informed of the outcome of the complaint consideration by email sent to the email address provided by the Participant when submitting the complaint, within 14 (fourteen) days from the date the complaint is examined.
- 3.5 Claims not resolved or not upheld in the complaint procedure may be pursued before a court of general jurisdiction.

4. FINAL PROVISIONS

- 4.1 These Terms and Conditions are available on the Organizer’s website.
- 4.2 The Organizer reserves the right to amend these Terms and Conditions at any time without stating reasons. However, amendments may not infringe upon rights already acquired by Participants.
- 4.3 The rules for the protection of personal data (GDPR) are set out in the PRIVACY AND COOKIES POLICY, which constitutes an integral part of these Terms and Conditions and forms an appendix thereto.
- 4.4 The provisions of these Terms and Conditions and the applicable provisions of law constitute the basis for conducting the Promotion.