



Membership Terms and Conditions

Effective date September 11 2026

These terms govern Essential Premium Elite and Commercial Fleet memberships offered by GetEVCharged. Enrollment creates a recurring membership and provides access to the listed benefits; it does not guarantee vehicle recovery, charging compatibility, response time, energy quantity, or uninterrupted availability. Service charges may apply in addition to membership dues.

Membership Comparison

Benefit	Essential	Premium	Elite	Commercial
Monthly dues	\$19.99	\$39.99	\$79.99	From \$199
Dispatch benefit	Standard area and normal hours. One fee waived yearly.	Two emergency dispatch fee waived yearly	Priority roadside dispatch; service charges apply	Priority dispatch
Service discount	Reduced member rates	15% on eligible charging services	Preferred member pricing and offers	Fleet pricing discounts
Scheduling	Ahead of nonmembers	Ahead of Essential	Highest member priority	Priority
After hours	Member only pricing	Reduced dispatch fees	Preferred after hours and holiday scheduling	Per fleet agreement
Annual review or inspection	Not included	Battery review and charging system inspection	System inspection and battery evaluation	Reporting per account
Fleet services	Not included	Not included	Eligibility if converted to business account	Multiple vehicles consolidated billing
Account support	Standard	Priority	Dedicated Elite	Account Manager. Custom contract available

Terms Applicable to Every Membership

Enrollment and renewal

Membership begins when GetEVCharged accepts enrollment and payment. Consumer plans renew monthly at the then current price until canceled. Commercial terms may be monthly or governed by an executed fleet order. GetEVCharged may require express consent to recurring charges and may send electronic notices.

Cancellation

A member may cancel future renewals through the online account method offered at enrollment or by contacting Membership Services through www.getevcharge.com. Cancellation stops future membership charges after processing but does not erase charges already earned or amounts due for completed or dispatched service. Except where law requires otherwise, partial months and unused benefits are not refundable.

Service charges

Membership dues purchase access and listed benefits only. Electricity, charging time, mileage outside the standard area, tolls, parking, waiting time, after hours or holiday premiums, specialty equipment, taxes, and third party costs may be charged separately unless a written offer expressly includes them.

Availability and priority

All dispatches depend on technician, vehicle, equipment, energy supply, road, weather, traffic, safety, legal, property access, and charger compatibility conditions. Priority establishes queue preference among comparable requests; it is not a response time guarantee. GetEVCharged may decline, delay, relocate, or stop unsafe or unlawful service.

Member responsibilities

The member must provide accurate vehicle, connector, location, access, ownership or authorization, and safety information; remain reachable; secure people, animals, and property; follow technician instructions; and pay all applicable charges. The member is responsible for parking permission and any towing or roadside protection independently needed.

Vehicle and charging limits

Mobile charging provides a limited energy transfer intended to support travel to a suitable charger or agreed destination. Results vary by vehicle, battery condition, temperature, software, connector, state of charge, and manufacturer restrictions. Inspections and evaluations are observational service checks, not manufacturer diagnostics, warranties, certifications, or repair approvals.

Benefit controls

Benefits are personal to the enrolled member and registered vehicles unless a fleet agreement states otherwise. Waived dispatches have no cash value, do not roll over, and may not be transferred. Discounts do not stack unless GetEVCharged states otherwise. Misuse, fraud, unsafe conduct, nonpayment, chargeback abuse, or material breach may result in suspension or termination.

Changes

GetEVCharged may change service areas, hours, rates, benefits, eligibility rules, and these terms prospectively. Material changes to recurring price or core terms will be communicated as required by law. Continued use after the effective date constitutes acceptance where permitted by law; members may cancel before a change takes effect.

Payment and taxes

The member authorizes GetEVCharged and its payment processor to charge the payment method for recurring dues and authorized services. Failed payments may cause suspension and reasonable collection costs to the extent permitted by law. Applicable taxes and government fees are additional.

Disclaimer and liability

To the fullest extent permitted by law, services and membership benefits are provided as available without warranties not expressly stated in writing. GetEVCharged is not liable for indirect, incidental, special, exemplary, punitive, or consequential damages, lost use, lost profits, or losses caused by delay, unavailable service, inaccurate member information, vehicle defects, third parties, or conditions beyond reasonable control. GetEVCharged total liability arising from a consumer membership will not exceed amounts paid to GetEVCharged for the event giving rise to the claim or the prior three months of membership dues, whichever is greater. This limitation does not apply where prohibited by law or to liability that cannot lawfully be limited.

Disputes and governing law

The parties should first give written notice and 30 days to attempt informal resolution. Texas law governs without regard to conflict rules. Unless applicable law requires another forum, exclusive venue lies in a court of competent jurisdiction in Harris County, Texas. Nothing here waives nonwaivable consumer rights.

Electronic agreement

Selecting the acceptance box or completing enrollment confirms that the member reviewed these terms, received the recurring charge and cancellation disclosures, and agrees electronically. A saved or emailed copy may be retained by the member.

Plan Specific Terms

Essential Membership

\$19.99 monthly. Benefits are subject to the common terms and current service schedule.

- Discounted dispatch (20%) fee in the standard Houston service area during normal business hours
- Preferred scheduling ahead of nonmembers
- Reduced standard mobile charging rates
- Member only after hours pricing
- Access at home work hotels shopping and public locations

The dispatch fee waiver applies only within the then current standard Houston service area during published normal business hours. Charging, energy, mileage, after hours, and other service charges remain payable.

Premium Membership

\$39.99 monthly. Benefits are subject to the common terms and current service schedule.

- Two emergency fifty percent (50%) dispatch fees waived per membership year
- 15 percent discount on eligible GetEVCharged charging services
- Priority scheduling ahead of Essential members
- Reduced after hours dispatch fees
- Annual battery health review and charging system inspection

Each waived emergency dispatch applies to the dispatch fee only and expires at the end of the membership year. The 50% percent discount applies only to eligible GetEVCharged charging services, excludes dues and third party charges, and does not combine with other offers unless stated.

Elite Membership

\$79.99 monthly. Benefits are subject to the common terms and current service schedule.

- Highest member scheduling priority
- Priority emergency roadside dispatch
- Preferred after hours and holiday scheduling
- Annual charging system inspection
- Annual battery performance evaluation
- Fleet pricing eligibility if expanded to a business account
- Dedicated Elite support
- Exclusive offers and early access

Priority and preferred scheduling remain subject to availability and safety. Fleet pricing eligibility is not automatic enrollment and requires approval and a separate commercial account or order.

Commercial Fleet Membership

Starting at \$199 monthly. Benefits are subject to the common terms and current service schedule.

- Fleet pricing discounts
- Dedicated Commercial Account Manager
- Priority dispatch
- Monthly fleet activity reporting
- Consolidated monthly billing
- Multiple vehicle coverage
- Custom Contracts available

The starting price is not a quote. Vehicle count, territory, hours, usage, reporting, service levels, credit, insurance, and equipment needs determine final pricing. An executed fleet service agreement, order form, or SLA controls if it conflicts with these general terms.

Acceptance Record

Member or business name _____

Selected plan _____ Registered vehicle count _____

Email _____ Mobile _____

Signature _____ Date _____

By signing or accepting electronically, the member authorizes recurring billing, acknowledges separate usage charges may apply, and agrees to these terms.

Business note: This draft is designed to protect GetEVCharged while preserving mandatory consumer rights. Have Texas counsel review it before publication, particularly the liability, dispute, insurance, roadside safety, and fleet provisions.