

# Terms of service

Welcome to BlueBird Power B.V. These Terms and Conditions ("Terms") govern your access to and use of our website <https://bluebirdpower.com> ("Website") and the purchase of our products and services. By using this Website and/or purchasing our product(s) and service(s), you agree to accept these Terms.

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## 1. General Information

BlueBird Power B.V. is operated and registered in The Netherlands under Chamber of Commerce registration number 83901205. Our address is Zekeringstraat 36 1014 BS Amsterdam, and you can contact us at [info@bluebirdpower.com](mailto:info@bluebirdpower.com)

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## 2. Eligibility

To purchase from our Website, you must be at least 18 years old and legally capable of entering into a binding contract. By placing an order, you confirm that you meet these requirements.

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## 3. Products and Availability

We strive to ensure that all products listed on the Website are in stock and accurately described. However, product availability is not guaranteed, and we reserve the right to modify or discontinue products without notice.

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## 4. Pricing and Payment

All prices are listed in Euros (€) and include VAT unless stated otherwise. Prices may change at any time without notice. We accept secure payment via iDEAL, Credit Card and PayPal.

Payment must be received in full before your order is processed and shipped.

Currently all our software services in the mobile app and back-end are free. We reserve the right to modify the costs of services at any time. However, we will keep providing a freemium model in which the basic functionality (i.e. safe non-optimised charging) of the charger can always be used free of charge.

## 5. Data Protection and GDPR Compliance

BlueBird Power B.V. processes personal data in accordance with the EU General Data Protection Regulation (GDPR) and applicable data protection laws. Personal data is collected and used solely for legitimate purposes, including providing and improving services, fulfilling contractual and legal obligations, and communicating with users. Data is retained only for as long as necessary and protected through appropriate technical and organizational security measures. BlueBird Power B.V. may engage trusted third-party service providers that meet equivalent data protection standards. BlueBird Power B.V. may share aggregated and anonymised technical data derived from charging activities with third-party grid partners; this data is stripped of all personal identifiers and cannot be linked back to individual users. Customers have the right to access, rectify, erase, restrict, or object to the processing of their personal data, as well as to withdraw consent where applicable. Further details are available in our Privacy Policy.

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## 6. Other services

By purchasing our product(s) you allow BlueBird Power B.V. to unlock services for you in the future that benefit you, BlueBird Power B.V. and relevant stakeholders like the charge point owner or the one paying the electricity bill for the residential charge sessions. For instance, but not limited to, Emission Reduction Units (Emissie Reductie Eenheden). BlueBird Power B.V. will inform you when these services become relevant and will valorise the value of these services. This value will be shared with you and the relevant stakeholder(s).

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## 7. Shipping and Delivery

We deliver throughout the Netherlands and selected EU countries. Estimated delivery times are provided on our product pages. Delays may occur due to external factors outside of our control, for which we do not take responsibility. Shipping times depend on multiple factors like stock and delays at shipping parties.

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## 8. Returns and Refunds

You have the right to return your order within 30 days of receiving it. This is longer than the standard period of 14 days stated in accordance with EU consumer law. Products must be unused, in original packaging, and in resalable condition. Return shipping costs are the responsibility of the customer unless the item is faulty.

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## 9. Warranty

Our standard warranty period is 2 years. Extended warranty up until 5 years is possible and can be purchased on our product pages. For more information reach out to [info@bluebirdpower.com](mailto:info@bluebirdpower.com)

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## 10. Limitation of Liability

To the fullest extent permitted by law, BlueBird Power B.V. shall not be liable for any indirect, incidental, or consequential damages arising from the use of the Website or any products purchased. Our total liability is limited to the amount you paid for the product.

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## 11. Intellectual Property

All content on the Website and mobile app, including text, images, logos, and graphics, is owned or licensed by BlueBird Power B.V. and is protected by copyright and other intellectual property laws. You may not reproduce or use any content without our written permission.

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## 12. Privacy

We respect your privacy. Please read our [Privacy Policy](#) to understand how we collect, use, and protect your personal information.

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### **13. Governing Law and Disputes**

These Terms are governed by Dutch law. Any disputes arising from or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of the Netherlands.

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### **14. Amendments**

We reserve the right to amend these Terms at any time. Any changes will be posted on this page with an updated revision date. Continued use of the Website following changes indicates acceptance of the updated Terms.

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Last updated: 19 January 2026