

# SERVICE ORDER (SO) – Credits / Credit Balance

**Last update: 23 April 2026**

This Service Order (“SO”) forms an integral part of the General Terms and Conditions of Service of the Company, as in force from time to time (“GTCs”). The GTCw and this SO set out the terms and conditions governing the provision, management and use of the Credits / Credit Balance service (hereinafter the “Credit Balance” or the “Credits”) by ENARTIA Single-Member S.A. (hereinafter “Enartia” or the “Company”) to its customers (hereinafter the “Customer” or the “Customers”).

Capitalized terms used in this SO and not otherwise defined herein shall have the meaning assigned to them in the GTC.

Where reference is made in this SO to the “Website”, this shall mean the website of Enartia’s brand “Papaki”.

## Article 1 – Purpose of the SO and origin of the Credits

**1.1** Through the Credit Balance, Enartia provides the Customer with the ability to maintain and manage an available credit balance in the Customer’s account, which may be used for the purchase and/or renewal of selected services offered through Enartia’s websites and/or Control Panel (hereinafter the “Enartia Services”), in accordance with the Company’s terms in force from time to time and technical limitations.

**1.2** Credits may originate, in particular, from:

- (i) transfer of balance from a previous platform or Control Panel of Enartia,
- (ii) crediting of an amount by Enartia to the Customer, or
- (iii) purchase of Credits by the Customer through the available payment methods determined by Enartia.

**1.3** The Customer may purchase Credits only in specific predetermined amounts, as displayed and made available from time to time on the Website and/or in Enartia’s Control Panel. Payment of the relevant order shall be made using the available payment methods supported by the Company from time to time.

**1.4** Credits are invoiced at the time of their purchase, in accordance with Enartia’s applicable tax and accounting policy in force from time to time.

**1.5** The Credit Balance does not constitute a banking, investment or other financial product or service. No interest shall accrue on the available credit balance and no financial yield or related service shall be provided.

## **Article 2 – Use of Credits**

**2.1** Credits may be used for the purchase and/or renewal of selected Enartia Services, as determined by the Company from time to time.

**2.2** In order for an order or renewal to be paid using Credits, the Customer's available balance must be equal to or greater than the total amount of the relevant order or renewal.

**2.3** The combination of Credits with another payment method for the partial payment of the same order or renewal is not permitted. If the available balance is insufficient, the Customer must either first increase the Customer's credit balance or select another available payment method.

**2.4** Enartia may determine, at its absolute discretion, which services may be acquired or renewed using Credits, as well as any specific restrictions or exclusions.

**2.5** The Credit Balance becomes available for use within one (1) business day from the successful registration or crediting of the relevant amount or from the posting of the relevant credit by Enartia. The available balance is displayed in the Customer's account and/or control panel.

**2.6.** Any Credits available in the Customer's account at the time of migration shall be transferred accordingly to the Customer's account in the new Control Panel. Until the migration of the Customer's Services to the new Control Panel has been completed, any available Credits may not be used for new purchases through the new Control Panel. Credits may continue to be used, where supported, for Legacy Services, in accordance with the applicable terms and technical limitations in force from time to time. Following the migration of the Customer's Services to the new Control Panel, the use, management and application of such Credits shall be governed by the present Service Order for Credits, as well as by the Company's other applicable legal and contractual documents.

## **Article 3 – Distinction between Credits and Voucher**

**3.1** Credits constitute an available account credit balance, which is used as a means of payment for an order or renewal, provided that the available amount is sufficient for the total amount of the relevant charge.

**3.2** Vouchers constitute a distinct promotional or commercial discount mechanism and are applied to the Customer's cart, reducing the total payable amount of the order, in accordance with the more specific terms governing them.

**3.3** Vouchers do not constitute Credits, do not constitute an available account credit balance and are not governed by this SO, unless otherwise expressly specified by Enartia.

## **Article 4 – Validity, inactivity and expiration**

**4.1** The ability to use the Credit Balance through the Customer's account remains active for a period of eighteen (18) months from the last relevant transaction, such as, in particular, the last purchase of Credits, crediting of an amount, use of Credits, or other relevant transaction recognized by Enartia.

**4.2** Upon the occurrence of a new relevant transaction, the above active use period shall recommence, unless otherwise specified for a particular credit or special commercial activity.

**4.3** If no relevant transaction occurs during the above period, Enartia may classify the account and/or the relevant billing contact as inactive and suspend the possibility of use of the Credit Balance, in accordance with its applicable policy in force from time to time.

**4.4** In the event of inactivity of the account or billing contact for a period of two (2) years or more from the expiration of the last active service, Enartia may proceed, as the case may be, with the refund of any positive balance corresponding to purchased or invoiced Credits, in accordance with its applicable policy in force from time to time, the applicable legislation and the required identification procedures.

**4.5** Amounts deriving from bonuses, free credits or other promotional benefits shall not be refunded, unless Enartia expressly provides otherwise.

## **Article 5 – Transfer of Credits**

**5.1** Credits are linked to the Customer's account and/or billing contact.

**5.2** The transfer of Credits from one account to another is not carried out automatically by the Customer, but may be performed by Enartia upon relevant request and provided that such request is approved in accordance with its internal procedures, identification requirements and business rules in force from time to time.

**5.3** Enartia reserves the right to refuse or restrict the transfer of Credits, in particular for reasons of security, fraud prevention, inability to verify identity, or failure to meet the required conditions.

## **Article 6 – Right of withdrawal, termination and refund of balance**

**6.1** A Customer acting in the capacity of a Consumer may exercise, where provided by law, the right of withdrawal in accordance with the provisions of Law 2251/1994, as in force from time to time, as well as in accordance with the relevant terms of the GTCs.

**6.2** Notwithstanding the above, each contracting party may terminate this SO by written notice to the other party at least thirty (30) days prior to the desired termination date.

**6.3** Termination by the Customer shall be submitted through the Control Panel, by ticket to Enartia's competent department, or through any other process that the Company may define and communicate

from time to time. Enartia may request, for identification and security reasons, the submission of the necessary supporting documents, including, indicatively, a copy of an identification document and bank account details (IBAN), where required for the refund of any refundable balance.

**6.4** In the event of termination or expiry of this SO, Enartia shall refund exclusively the unused, non-overdue and refundable balance corresponding to purchased or invoiced Credits, in accordance with this SO, its applicable policy in force from time to time and the applicable law.

**6.5** The Customer must notify Enartia of the necessary bank account details (IBAN) and any other information necessary for completion of the refund within the deadline, if any, communicated by Enartia. In the event of failure to respond in a timely manner, Enartia reserves the right to suspend the refund until the Customer has fully complied with the relevant requirements.

## **Article 7 – Special obligations of the Customer**

**7.1** The Customer may check the available Credits balance through the Control Panel of the Customer's account or by any other means that Enartia may make available.

**7.2** The Customer is solely responsible for the management and use of the available credit balance, as well as for the selection of the services purchased or renewed through it.

**7.3** The Customer bears sole responsibility for the safekeeping and secure use of the credentials granting access to the Customer's account. Any use of Credits through the Customer's account shall be presumed to have been carried out by the Customer or with the Customer's approval, unless the Customer has previously notified Enartia without undue delay of an incident of unauthorized access or use.

**7.4** The Customer must keep the Customer's contact and billing details accurate, complete and up to date, so as to receive in a timely manner any notifications or updates from Enartia relating to the Credits.

## **Article 8 – Miscellaneous terms**

**8.1** Enartia reserves the right to amend or update this SO, in accordance with the GTCs and the applicable law.

**8.2** In the event of conflict between this SO and the GTCs, this SO shall prevail with respect to the more specific matters concerning Credits.

**8.3** For any matter not expressly regulated in this SO, the GTCs shall apply.