

CHARGE+SYS

PRIVACY POLICY

Effective Date: March 1, 2026

ChargeSys LLC ("ChargeSys," "we," "us," or "our") respects your privacy. This Privacy Policy explains what information we collect through chargesys.solar and our sales and support channels, how we use it, and the choices you have. By using our website or purchasing our products or services, you agree to the practices described below.

1. Information We Collect

We collect information you provide directly to us, as well as information collected automatically when you visit our website.

Information you provide to us:

- Contact details, such as name, company, email address, phone number, and shipping/billing address.
- Order and payment information, such as products purchased, purchase order numbers, and billing details processed through our payment provider.
- Account and dealer information for B2B customers, fleet builders, OEM partners, and authorized dealers.
- Communications you send us, including support requests, warranty claims, and technical inquiries.

Information collected automatically:

- Device and usage data, such as IP address, browser type, pages viewed, and referring URLs, collected via cookies and similar technologies.
- Analytics data used to understand how visitors use our website and to improve site performance.

2. How We Use Your Information

- Process and fulfill orders, including shipping, invoicing, and payment processing.
- Provide customer support, warranty service, and respond to inquiries.
- Manage B2B and dealer accounts, including credit terms and order history.
- Communicate with you about your order, account, or products, including service and safety notices.
- Improve our website, products, and services.
- Send marketing communications, where permitted, which you may opt out of at any time.
- Comply with legal, tax, and regulatory obligations.

3. Payment Processing

ChargeSys does not collect, process, or store credit card numbers or other full payment card information on our website or internal systems. Invoices are issued through QuickBooks Online, and customers submit payment directly via the secure payment link included with their invoice. Card payments are processed by QuickBooks Online's PCI-DSS compliant payment infrastructure; ChargeSys does not have

access to full card numbers and retains only transaction-level records (e.g., invoice number, payment amount, and payment date) for accounting purposes.

4. Cookies & Tracking Technologies

Our website uses cookies and similar technologies to operate core site functionality, remember preferences, and analyze site traffic. You can control cookies through your browser settings; disabling certain cookies may affect site functionality.

5. How We Share Information

We do not sell your personal information. We may share information with:

- Service providers who perform functions on our behalf, such as payment processing, shipping and fulfillment, website hosting, and email delivery.
- Authorized dealers, fleet builders, or OEM partners, where necessary to fulfill B2B orders or agreements.
- Professional advisors, such as legal, accounting, or insurance providers, as needed.
- Government or regulatory authorities, where required by law or to protect our legal rights.
- A successor entity in connection with a merger, acquisition, or sale of assets.

6. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect your information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this Policy, including order fulfillment, warranty coverage periods, tax and accounting requirements, and legal obligations.

8. Your Choices & Rights

- You may opt out of marketing emails at any time by using the unsubscribe link in any message.
- You may request access to, correction of, or deletion of your personal information, subject to legal and contractual limitations (e.g., order and warranty records).
- Depending on your location, you may have additional rights under applicable privacy laws.

To exercise any of these rights, contact us at the email below.

9. Third-Party Links & Products

Our website and materials may reference or link to third-party products (e.g., Bluetti power stations, Victron controllers) or websites. This Privacy Policy does not apply to those third parties, and we encourage you to review their respective privacy policies.

10. Children's Privacy

Our website and products are intended for business and consumer customers and are not directed to children. We do not knowingly collect personal information from children under 13.

11. International Users

If you access our website or place an order from outside the United States, your information will be transferred to and processed in the United States, where our servers and systems are located.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Continued use of our website or services after changes are posted constitutes acceptance of the updated Policy.

Contact

Questions about this Privacy Policy? Reach us at support@chargesys.solar.