Voltexa Energy · Legal Texts · National website

Sites: www.voltexa-energy.com and match96.voltexa.energy.

Version: 27-10-2026

Includes the legal notice, the terms of acquisition of KWPN, the terms of the "Match 96" tariff, the terms of the VOLT programme and promotions, the terms of the Card and wallet, and customer service.

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Legal notice

Version: 27-10-2026

1. Owner of this website

In compliance with Article 10 of Law 34/2002 on information society services and electronic commerce (LSSI), the owner of www.voltexa-energy.com and match96.voltexa.energy is:

- Company name: Energy Feedback, S.L.
- Tax ID (NIF): B70654173
- Registered address: Vall del Sol 88, Bloque A, ático, C.P. 08759 Vallirana (Barcelona)
- Administrator / representative: Manel Maldonado Rubio, Sole Administrator
- Registry details: Barcelona Commercial Registry, Sheet B-608482, Folio 20, Volume 49121.
- Telephone: 900877818
- Contact email: hello@voltexa-energy.com
- Email for privacy and legal matters: admin@voltexa-energy.com

2. Companies involved

Several distinct companies are involved in these websites, each in its own activity:

- Sale of KWPN rights, VOLT programme and promotions: Energy Feedback, S.L., NIF B70654173, with registered address at Vall del Sol 88, Bloque A, ático, C.P. 08759 Vallirana (Barcelona). It sells the KWPN, collects the orders, manages the VOLT programme and the promotions, and resells the Visa Card and the Cold Wallet.
- "Match 96" tariff and electricity supply: Isoen Energy Solutions, S.L. ("Voltexa Energy"), NIF B04987913, with registered address at Calle Velázquez, 27, 28001 Madrid, an electricity retailer registered with the National Commission for Markets and Competition (CNMC) under no. R2-1007. It supplies the electricity and offsets the customer's KWHN on the bill, subject to agreement with ENERGY FEEDBACK SL.
- Issuance of the Visa Card and the wallet: the issuer and technology provider named in the Terms of purchase of the Visa Card and the Cold Wallet (currently, Waycard). Neither Energy Feedback nor Isoen Energy Solutions, S.L. are financial institutions, nor do they issue means of payment.

"Voltexa Energy" is a white-label brand, owned by third parties, over which Isoen Energy Solutions, S.L. and Energy Feedback SL hold a right of use. "Match 96" is a product marketed under the "Voltexa Energy" brand.

3. Purpose

This legal notice governs access to and use of http://www.voltexa-energy.com and match96.voltexa.energy. Access implies acceptance.

The purchase of KWPN is governed by the Terms of acquisition of KWPN; the tariff, by the Terms of the "Match 96" tariff; the VOLT and the promotions, by the Terms of the VOLT programme and the promotions; the card and the wallet, by their terms of purchase; and the processing of data, by the Privacy Policy and the Cookie Policy.

4. Conditions of use

- The user undertakes to use the website lawfully, diligently and in accordance with this legal notice, without damaging its operation or that of the companies' systems.
- It is forbidden to introduce viruses, malicious code or harmful files, to attempt to access restricted areas or other users' data, and to carry out mass or automated submissions.
- The user is responsible for safeguarding their access (email, access codes and password) and for the accuracy of the data they provide.
- Access may be suspended or cancelled for anyone who breaches these conditions.

5. Intellectual and industrial property

The texts, images, logos, trademarks, designs, videos, code and other contents of the website belong to their owners or are used with their authorisation. Reproduction, distribution, public communication or transformation without express authorisation is prohibited, except for personal and private use.

6. Liability

- The information on the website is general and may change. The calculator simulations are estimates based on average market prices and do not constitute a binding offer or financial, tax or investment advice.
- Every effort is made for the website to operate without interruptions or errors, but this cannot be guaranteed; no

liability is accepted for damage arising from external causes, third-party cyberattacks or misuse of the website.
- Links to third-party sites are provided for information only; their content is not controlled and no liability is accepted for it.

7. Data protection and cookies

The processing of personal data is explained in the Privacy Policy and the use of cookies in the Cookie Policy, available in the footer of this website.

8. Languages

This document is available in several languages. In the event of discrepancy, error or differing interpretation between versions, the Spanish version shall prevail, without prejudice to the rights that the consumer legislation of your country of residence grants you.

9. Governing law and jurisdiction

This legal notice is governed by Spanish law. If the user is a consumer, the courts of their place of residence shall have jurisdiction.

Terms of acquisition of KWPN

Version: 27-10-2026

These terms govern the distance purchase of KWPN rights through http://www.voltexa-energy.com and match96.voltexa.energy. You accept them before paying by clicking "Accept the terms and pay". They are recorded, with their version and date, in your order.

1. Parties

- Seller: Energy Feedback, S.L., NIF B70654173, registered address at Vall del Sol 88, Bloque A, ático, C.P. 08759 Vallirana (Barcelona).
- Contact: hello@voltexa-energy.com · 900877818.
- Customer: the natural person of legal age or the legal entity that registers and places the order. If you act for a purpose outside your business or professional activity, you are a consumer and are additionally protected by Royal Legislative Decree 1/2007 (General Law for the Defence of Consumers and Users).

The electricity tariff in which the KWHN are offset is provided by another company, Isoen Energy Solutions, S.L., a retailer registered with the CNMC under no. R2-1007, in accordance with the Terms of the "Match 96" tariff.

2. What are you buying?

- KWPN (nominal peak kilowatt): A right, for the term contracted/selected by the User, to the allocated output of photovoltaic solar power or other renewable energy, from assets located mainly in Spain. It does not entail ownership of solar panels, of renewable assets, or of shares in any company.
- KWHN (nominal kilowatt hour): A unit in which that output is delivered. 1 KWPN (Nominal Peak Kilowatt) entitles you to 1,360 KWHN (Nominal Kilowatt Hours) per year, delivered month by month: 113 or 114 KWHN per KWPN per month, so that the annual total is exact. For terms of less than 12 months, the corresponding proportion. It is a nominal quantity and is not money.
- Use of the KWHN: each KWHN is 1 kWh (physical) of allocated energy. The KWHN are offset on the customer's electricity bill through a regulated retailer registered with the CNMC, if the customer authorises this in "My account". The offset is calculated by value, as explained in the Terms of the "Match 96" tariff.
- KWPN and KWHN are not an investment product or a financial instrument, do not generate a guaranteed return, and cannot be resold, assigned or traded. The only thing you can reassign, free of charge, is the offsetting of your KWHN between your supply points (section 3.2).

3. What happens to the KWHN you do not use?

3.1 Monthly use. The KWHN are applied to your consumption each month and do not carry over from one month to the next.

3.2 Reassignment. Before the close of each month you can choose, from the app, to which of your CUPS with the retailer, or to those you designate belonging to family members, businesses or industry, your KWHN are applied. It is free of charge and is not a transfer of the KWPN.

3.3 Refund. The KWHN of the month that have not been applied to consumption entitle you to a refund of the price you paid for them: the unused KWHN multiplied by your base price (price paid divided by the KWHN allocated), less the costs in section 3.6.

3.4 Credit document. Energy Feedback will issue monthly a credit document for the unconsumed part and will make it available in your private area. As it is a multipurpose voucher, the credit carries no VAT.

3.5 Schedule and minimum amount. The refund is made within 20 working days following the credit document. If the amount is less than €100, it is carried over to the following period, unless requested and agreed between the Parties.

3.6 Costs. 4.5% of the amount is deducted, with a minimum of €4.50, for the costs of managing the refund and, where applicable, of conversion and network. You will see them itemised before accepting each refund. Any change to these conditions will be notified to the User in advance, who may accept or reject it.

3.7 Means of refund payment. If you have expressly accepted to receive refunds in USDC, they are credited to your verified card or wallet, at the European Central Bank reference rate on the day of payment, plus $0.01 (counterparty risk). If you have not accepted, or if you so request, they are refunded by the means with which you paid, with the corresponding financial charges set by the receiving institution and any intermediaries, if there are any; the €4.50 management and refund cost will remain in force. You can change your choice from the app, or by requesting it by email, writing to clientes@voltexa-energy.com with the subject: "I agree to receive refunds into my bank account, and I attach a certificate of ownership of my account, into which they must be paid". Otherwise, if there is no later notification after registration on the platform, by default the KWPN in USDC will be credited in this order: first to the

Voltexa Energy Card, and second to a public wallet, previously notified to the platform, at the exchange rate and with the costs indicated.

3.8 Nature. The refund is a return of price for energy not consumed. It generates no interest or return and never exceeds the price you paid.

3.9 Cancellation of supply. If you cancel your supply with the retailer before the end of the term, your KWPN remains in force until it expires and the KWHN you cannot apply are refunded in accordance with this section, subject to prior payment of the kilowatt hours consumed, at market price, plus €0.01 per kWh consumed.

4. Price, simulations and taxes

- The price is that of the KWHN generated in each quarter of an hour of each day, for the segment (Home, Business or Industry) and the term, published daily on the website of OMIE (the Spanish reference operator). The total is calculated in proportion to the months of term selected by the User, which determines the base price of each KWHN, in solar hours. The examples shown are indicative and non-binding.
- The calculator shows estimates based on average producer prices of the day-ahead market (OMIE) and on the discount limits in force; they are not a binding offer as to the final saving, which depends on actual consumption, on market prices and on the User's consumption habits (the greater the consumption within solar hours, the better the conversion, unless the market shows otherwise).
- The acquisition of KWPN is documented as a multipurpose voucher. The sale carries no VAT; indirect taxes that apply, if any, are applied upon the actual delivery of the energy, on the retailer's invoice, in accordance with the regulations in force. The refund of the price of unused KWHN carries no VAT either.

5. Purchase process

- 1. You register with your email.
- 2. You choose segment, term and number of KWPN, and add it to the cart.
- 3. You choose the payment method and click "Accept the terms and pay". You receive by email the confirmation with the amount and the instructions for start-up.
- 4. When payment is confirmed, the order changes to "Paid" and you receive the receipt.
- 5. The right starts, as a general rule, after registering with one of the electricity retailers in Spain or in the rest of the world that have joined the "MATCH 96" product, on the 1st day of the month following payment. The start and end dates appear in your customer area.
- 6. Failure to choose a retailer that has joined the "MATCH 96" generation-versus-consumption tariff will prevent the right from starting. If after 12 months the User/Customer has not applied to register with any joined retailer, the amount of their right will be refunded, less a 21.00% penalty.

6. Payment

- USDC stablecoin to the wallet or the "Voltexa Energy" Visa card indicated in the order, on the available networks. The amount is set at the official European Central Bank EUR-USD exchange rate plus a small safety margin ($0.01). Network fees are borne by the customer. A transfer to an address or network other than the one indicated may be lost with no possibility of recovery.
- Partial payment: if we receive less than the amount, we will inform you of what is missing; the order is not confirmed until it is completed. If we receive more, the difference is credited to you.
- Bank card or other traditional means: when available, through a secure payment gateway.

7. Duration and renewal

- The right lasts for the chosen term from its start date.
- We will notify you by email at least 30 days before it expires. It will be renewed upon payment, for an equal period and at the price in force at that time, unless you notify us before expiry, at no cost, that you do not wish to renew.

8. Right of withdrawal (consumers)

- You have 14 calendar days from the purchase to withdraw without giving a reason and without penalty, by notifying hello@voltexa-energy.com, at 900877818 or using the form in the annex.
- We will refund what you paid within a maximum of 14 calendar days from your notification, by the same means of payment unless we agree another at no cost to you. For payments in stablecoins, in the same currency and network, to the originating wallet or to the one you indicate.
- If you expressly asked for the delivery of KWHN to begin during the withdrawal period, you will pay the proportional part already delivered.

9. Customers in other countries

9.1 Availability. The purchase of KWPN is only open in the countries on the list published on the website, https://www.voltexa.energy/, which we may update. You may not buy from a country that is not on it or from one subject to sanctions. The agreements signed with electricity companies in your country will be communicated to you privately.

9.2 Supply in Spain. Agreements with electricity retailers in Spain are currently in place for the acquisition of KWPN and the subsequent payment of electricity bills by means of KWHN, and it is reserved for customers with at least one supply point (CUPS) in Spain with the retailer, or who request one in the order.

9.3 Tax residence. You declare your tax residence and are responsible for your tax obligations. Energy Feedback and the card issuer may apply withholdings and report data to the authorities when the law so requires.

9.4 Rules of your country. If you are a consumer, these terms do not deprive you of the mandatory consumer protection rules of your country of residence.

9.5 Verification and sanctions. We may verify your identity and suspend operations when required by anti-money-laundering or international sanctions regulations.

10. Liability

The seller is liable for the performance of its obligations in accordance with the law. It is not liable for delays or errors of third parties (including blockchain networks, the card issuer and the distribution company) or for force majeure. Nothing above limits the rights that the law grants to consumers.

11. Complaints

You can contact us or complain at hello@voltexa-energy.com, on 900877818 or using the contact form on the website. You will receive a reference number and a reply within a maximum of 15 working days. More information in "Customer service and complaints".

12. Personal data, languages and governing law

Your data is processed in accordance with the Privacy Policy. These terms are available in several languages; in the event of discrepancy the Spanish version prevails, without prejudice to the mandatory consumer rules of your country of residence. They are governed by Spanish law; if you are a consumer, the courts of your place of residence shall have jurisdiction.

Annex. Withdrawal form

(Complete and send this form only if you wish to withdraw.)

For the attention of Energy Feedback, S.L., Vall del Sol 88, Bloque A, ático, C.P. 08759 Vallirana (Barcelona) · hello@voltexa-energy.com:

- I hereby notify you that I withdraw from my purchase of KWPN.
- Order no.: _____ · Order date: _____
- Customer name: _____
- Account email: _____
- Signature (only if sent on paper) · Date: _____

Terms of the "Match 96" tariff

Version: 27-10-2026

These terms govern the "Match 96" tariff of "Voltexa Energy", which allows the KWHN that the customer has acquired to be offset on the electricity bill. They supplement the electricity supply contract that the customer enters into with the retailer.

1. Retailer

Isoen Energy Solutions, S.L. ("Voltexa Energy"), NIF B04987913, registered address at Calle Velázquez, 27, 28001 Madrid, electricity retailer registered in the CNMC register under no. R2-1007. Contact: hello@voltexa-energy.com · 900877818.

"Voltexa Energy" is a white-label brand over which Isoen Energy Solutions, S.L. holds a right of use. The retailer only provides the supply and the tariff; it does not sell KWPN or generation assets, which the customer acquires from Energy Feedback, S.L. in accordance with the Terms of acquisition of KWPN.

2. What the tariff consists of

2.1 Monthly offsetting. Each month, the customer's KWHN (including promotional KWHN) are offset against the kWh consumed at their supply points (CUPS).

2.2 Same quarter of an hour. The day has 96 quarters of an hour. When generation and consumption coincide in the same quarter of an hour and the smart-metering system allows it, they are offset at the same OMIE market price: the energy balance to pay/match is €0. Any other charge, present or future, different from that published on the OMIE operator's page or its successor that indicates those reference prices, in the event of closure or failure of the current one, such as tolls, ATRs, power, regulated charges and taxes, among others, is invoiced separately.

2.3 Offsetting by value. For each kWh consumed, as many KWHN are applied as result from dividing the price of the kWh consumed (with a minimum of €0.055) by the customer's base price of the KWHN. There is no price cap, and the User can never go below a minimum price of 15.00% of the price at which they acquired the KWPN, divided by the KWHN allocated at each moment of their purchase, which in this version equal 1,360 KWHN per year. If purchased for periods of less than one year (1, 3, 6 months), the proportional part of the year will apply, and in both cases the entire amount contracted will be prorated over those numbers of months; by way of example, 1,360 KWHN per year, over 12 months, would equal an availability per KWPN acquired of 113 KWHN per month. Once all those rights have been exceeded, the price of the remaining kWh will be that resulting from INDEXATION to OMIE or its substitute, plus €0.01/kWh.

Example with a base price of €0.0992 per KWHN:

OMIE price of the kWh consumed	KWHN applied
€0.055 (floor)	0.55
€0.0992	1.00
€0.1985	2.00
€0.24	2.42

2.4 Monthly allowance. Each KWPN allocates about 113 KWHN per month. When they are exhausted, the remaining consumption is invoiced at the indexed market price plus €0.01/kWh management fee, in addition to tolls, charges, taxes and other regulated items.

2.5 Settlement. Settlement is monthly and everything is netted on the retailer's invoice.

2.6 Reference prices. They are always producer prices (OMIE day-ahead market, excluding taxes).

3. Requirements

- The customer must have a supply contract with the retailer for each of the associated CUPS in which they wish to offset, or request a change of retailer.
- They must provide their CUPS (normally by sending an electricity bill) and authorise in "My account" the offsetting and the necessary communication of data between the company selling the KWPN and the retailer.

4. Duration, changes and cancellation

- The tariff remains in place for as long as the customer has KWHN to offset and a supply contract in force.
- The customer may change retailer or cancel the supply in accordance with the electricity sector regulations, without penalty under the tariff. The KWHN that cannot be applied are dealt with in accordance with section 3 of the Terms of acquisition of KWPN.

- The retailer will give advance notice of any change in the economic conditions, and the customer may terminate the contract at no cost if they do not agree.

5. Quality of supply and incidents

Faults, outages and quality of supply depend on the distribution company of the area. The retailer will tell the customer how to contact it and will follow up on the incident.

6. Complaints

By telephone (900877818), email (hello@voltexa-energy.com) or the website form. A reference number is provided, with a reply within a maximum of 15 working days. If it is not resolved, the customer may turn to the Consumer Arbitration Boards and to the procedure under Article 43.5 of Law 24/2013 on the Electricity Sector. More information in "Customer service and complaints".

7. Personal data, languages and governing law

Data is processed in accordance with the Privacy Policy. In the event of discrepancy between language versions, the Spanish version prevails, without prejudice to the mandatory consumer rules of the customer's country. These terms are governed by Spanish law; if the customer is a consumer, the courts of their place of residence shall have jurisdiction.

Terms of the VOLT programme and promotions

Version: 27-10-2026

These rules govern the VOLT cashback programme and the promotions of "Voltexa Energy" and "Match 96" on http://www.voltexa-energy.com and match96.voltexa.energy, organised by Energy Feedback, S.L., NIF B70654173. Each promotion applies only while it is active on the website and under the conditions stated there.

1. Rules common to all promotions

They apply to any promotion, current or future (VOLT, promotional KWHN, discounts or others):

- Validity and expiry: each promotion is active for the period stated in it and has its own expiry. Outside that period it generates no new rights.
- Validation on energy bills: promotional KWHN (free rights) are validated first by being offset on the energy bills of your supply points (CUPS).
- If they expire unused: you may apply the equivalent promotional KWHN to another CUPS of which you are the holder. They cannot be assigned to other persons without the authorisation of VOLTEXA ENERGY.
- No cash refund: promotional rights are not refunded in money and do not give rise to credit documents, because you have paid nothing for them. In this they differ from paid products and services that are not consumed, which are governed by their own terms.
- Changes or end: any promotion may be modified or end, without effect on rights already generated.

2. VOLT programme (cashback)

2.1 What is it? VOLT is the unit of account of the loyalty cashback of "Voltexa Energy". 1 VOLT = 1 USDC. It is not a cryptocurrency of its own, it is not traded on any market and it is not electronic money issued by Voltexa: the bonus is paid in USDC, given the diversity of nationalities of the customers (energy nomads, with a home and CUPS in Spain and in their country of residence, with their different currencies (Spanish (€), British (£), Swiss (F), etc.).

2.2 Payment. The VOLT due to you are paid once a month, within 20 working days following the close, onto the "Voltexa Energy" Visa Card or into the wallet in your name that the issuer has verified. If you do not yet have a verified one, the amount is recorded in your favour until you have one.

2.3 Minimum amount. If what is due to you in the month is less than 100 VOLT, it is carried over to the following month, unless requested and agreed between the PARTIES.

2.4 Destination. Each month you can choose from the app between receiving the VOLT on your card or applying them to the next invoice of the retailer. The choice applies to the month following its notification.

2.5 Use after payment. Once paid, the funds are USDC on your card or wallet. You may use them as you wish, including paying your electricity or gas bill in your country or recharging your electric car. Energy Feedback does not control or answer for the use you make of them, and the funds are governed by the issuer's terms. When you pay a retailer or merchant in another country, you do so with your card as in any other payment: Energy Feedback is not a party to that transaction, nor does it guarantee that it will be accepted.

2.6 Personal nature. The right to receive VOLT is personal and non-transferable.

2.7 VOLT cannot be bought or preloaded. They are generated only through the promotions and the cashback of these rules. If you wish to top up your card with your own funds, you do so with the issuer under its terms.

2.8 Validity. VOLT do not expire while your account is active. If you cancel, they are paid to you with the last payment.

2.9 Risks of USDC. USDC is issued by a third party (for example, Circle) and may lose its parity with the dollar or suffer restrictions. The payment obligation is fulfilled by crediting your card or wallet.

3. "Refer a friend" programme

- Who takes part: registered customers with an active account. Each has a personal invitation link under the "Invite and earn" button in the top bar and in "My account".
- VOLT: when a new person registers with your link and pays their first order, you receive the number of VOLT published at that time (promotional VOLT, unlike surpluses, can only be used to redeem for group products (KWPN or KWHN)). It is paid only once for each person invited.
- Monthly promotional KWHN: in addition, while your friend's KWPN contract remains active, you receive free each month the promotional KWHN published for each KWPN they hold with a term of 12 months or more. For shorter terms, the proportional part: 6 months, half; 3 months, a quarter; 1 month, one twelfth. Only KWPN count (not cards or other products). They are not generated if your friend has an assigned sales representative.
- Limits: self-invitations, duplicate accounts and cancelled or refunded orders do not count. VOLT cannot be

transferred or exchanged for any currency other than the USDC payment described in section 2.

4. Cashback with the "Voltexa Energy" Visa Card

Holders of the "Voltexa Energy" Visa Card generate VOLT when paying with it, according to the card terms in force at any time, and are governed by section 2. The card is issued and provided by a regulated external partner, in accordance with the Terms of purchase of the Visa Card and the Cold Wallet.

5. Partner promotions

A collaborating partner may fund additional VOLT bonuses. They are communicated with their own terms and paid in accordance with section 2. The partner does not receive your data without your consent.

6. Discount codes

- A code gives a percentage or fixed-amount discount on the order.
- It may have a maximum number of uses and an expiry date. It cannot be combined with other codes, unless stated otherwise.
- It cannot be redeemed for money.

7. Tariff discount promotions

During the period stated on the website, the maximum discount on the base price may differ from the usual one. When it ends, the general maximum discount in force applies again. The applicable promotion is the one in force on the date of each order.

8. Credits and corrections

VOLT or promotional KWHN may be credited on an occasional basis (for example, as compensation or a gift) and improper or fraudulent credits may be corrected, informing you of this.

9. Personal data, languages and governing law

Participation implies the processing of data in accordance with the Privacy Policy. In the event of discrepancy between language versions the Spanish version prevails, without prejudice to the mandatory consumer rules of your country of residence. These rules are governed by Spanish law.

Terms of purchase of the Visa Card and the Cold Wallet

Version: 27-10-2026

These terms govern the purchase, through http://www.voltexa-energy.com and match96.voltexa.energy, of the "Voltexa Energy" Visa Card (digital) and the "Voltexa Energy" Cold Wallet (physical device). You accept them when placing your order by ticking the corresponding box. They supplement the Legal Notice and the Privacy Policy.

1. Who sells and in what capacity?

- Seller: Energy Feedback, S.L., NIF B70654173, registered address at Vall del Sol 88, Bloque A, ático, C.P. 08759 Vallirana (Barcelona).
- Contact: hello@voltexa-energy.com · 900877818.
- The seller acts as a reseller and prospector of third-party technology products, under the licences, rights and guarantees of the issuer of each product.
- "Voltexa Energy" and "Match 96", as well as the companies that manage these brands or authorise their licence, are not financial institutions and do not issue financial products: they do not issue cards, means of payment or electronic money, and do not hold customers' funds or digital assets. For this reason they are not responsible for those services, which are provided by the issuer.

2. Technology partners (issuer)

- The products are issued, activated and provided by regulated external partners, together with their own key partners (Visa, exchanges and other providers). Currently, Waycard (https://waycard.app). Other similar partners may be added; the website will indicate at any time the issuer of each product.
- Registration, identity verification (KYC) and activation are carried out in the issuer's app. If you do not pass the issuer's KYC, the card cannot be activated.
- The technical and operational services (operation, limits, issuer's fees or charges, annual renewals if any, security, blocking and technical support) are provided by the issuer under its own terms, which you accept when activating the product on its platform, and under its privacy policy.
- The Cold Wallet is self-custodial: the keys and the funds are under your exclusive control. Neither the seller nor the brands can access or recover them if you lose your keys.

3. Communication of your data to the issuer

To carry out the sale, you authorise your contact and order data (name, email, telephone, delivery address, country, products and order reference) to be communicated to the issuer and to the key partners involved in registration, activation and delivery. Each partner processes them as controller, in accordance with its privacy policy. More information in our Privacy Policy. You give this authorisation by ticking the box when placing the order.

4. Price, payment and order confirmation

- Prices are shown in euros, taxes included. Shipping costs according to the delivery zone, shown before payment, are added to the Cold Wallet.
- Payment methods: those shown in the cart. For payments in USDC stablecoin only the exact amount indicated in the order is accepted, over the chosen network.
- The order is confirmed once payment has been verified. We will send you a receipt by email.
- The issuer's own fees or charges (issuance, maintenance, renewal, currency exchange, cash withdrawal and the like) are governed by its terms and are not part of the price on our website, unless expressly stated.
- The Visa Card is included at no cost for customers with €1,000 or more contracted in KWPN.

5. Delivery

- Visa Card (digital): after payment you receive the instructions to register and activate it, via API, in the issuer's app.
- Cold Wallet (physical): it is sent to the address provided, within the estimated delivery time for your zone (working days), with a tracking number. It is not sent to countries subject to international restrictions.

6. Withdrawal and guarantees

- If you are a consumer, you have the rights of withdrawal and guarantee recognised by the applicable consumer legislation.
- Cold Wallet: you may withdraw within 14 calendar days from delivery by returning it unused, uninitialised and in its original packaging. Return costs are at your expense, unless the product is defective.
- Visa Card: once registration has begun or the card has been activated on the issuer's platform, the service is

governed by the issuer's terms.
- The legal guarantee of the products is provided by the issuer or the manufacturer. The seller will help you process it if you need.

7. Promotions and VOLT

The promotions associated with these products, such as VOLT cashback, are governed by the Terms of the VOLT programme and promotions.

8. Customer service

- Purchase, payment or shipping: the website contact form or hello@voltexa-energy.com.
- Operation of the card or the wallet: the issuer's support, from its app.

9. Languages and governing law

In the event of discrepancy between language versions, the Spanish version prevails. These terms are governed by Spanish law, without prejudice to the rights granted to you by the consumer legislation of your country of residence.

Customer service and complaints

Version: 27-10-2026

Information in accordance with Law 10/2025 of 26 December on customer service, and with consumer and electricity sector regulations.

1. Who attends to you?

- Purchases of KWPN, payments, VOLT and promotions, and sale of the card and the wallet: Energy Feedback, S.L., NIF B70654173.
- "Match 96" tariff, supply and electricity bill: Isoen Energy Solutions, S.L. ("Voltexa Energy"), NIF B04987913, CNMC no. R2-1007.
- Operation of the card and the wallet: the issuer's support, from its app: https://waycard.app

Energy Feedback and Isoen Energy Solutions use the same channels: you do not need to know whom to address, we will pass it on to the right party.

2. Channels

Channel	Details	Hours
Telephone	900877818 (relevant extension)	Monday to Friday, 9:00 – 15:00 (Madrid time), except national public holidays
Email	hello@voltexa-energy.com	24-hour reception
Web form	Website footer → "Contact"	24-hour reception

The call carries no additional cost for you.

3. How to submit a complaint

- 1. Write to us or call us stating your name, your customer email, the order number if you have one and the reason.
- 2. We will give you a reference number and, if you request it, a receipt with the content, date and time of your complaint.
- 3. With that reference you can check its status at any time through the same channels.

4. Response times

- Complaints in general: within a maximum of 15 working days from submission.
- Billing matters: as soon as possible and within the deadlines set by regulations.
- Outages or quality of supply: they depend on the distribution company of your area; we will tell you how to contact it and will follow up.

5. If you disagree with the response

- The Consumer Arbitration Boards and the consumer information offices (OMIC).
- In electricity supply matters, the procedure under Article 43.5 of Law 24/2013 on the Electricity Sector before the competent body of the Ministry.
- In data protection, the Spanish Data Protection Agency (www.aepd.es).
- The competent courts and tribunals. If you reside outside Spain, also the consumer authorities of your country.

The European online dispute resolution platform ceased to operate on 20 July 2025.

6. Complaint forms

Official complaint forms are available to you. Request them through any of the channels above.

In the event of discrepancy between language versions, the Spanish version prevails.