



Policy Reviews

Review Guidelines

Reviews are essential to enable users to make informed decisions. We believe it is of fundamental importance to respect and protect the real feedback of those who have actually used our services. In accordance with the provisions of Legislative Decree No. 206/2005 ("Consumer Code"), as amended by Legislative Decree No. 26 of 7 March 2023 implementing Directive (EU) 2019/2161, the company "Ener2Crowd s.r.l.SB", with registered office in Corso Indipendenza n.1 – Milan – VAT number 10585050965 (hereinafter the "Company" or "Ener2Crowd") has prepared a series of safeguards to strengthen the trust of users (hereinafter collectively referred to as "Users" and individually "User") who come into contact with their products and/or services (hereinafter, collectively, the "Services") and to enhance the principles of transparency observed with regard to them. These measures are detailed in the following policy (hereinafter the "Policy") and grouped into individual sections, each of which deals with a specific topic in order to make reading faster, easier and easier to understand.

Who can leave a review on the Services offered by Ener2Crowd?

Reviews can be freely submitted by a wide variety of subjects and, in particular, by:

- Users who have used the Services or who have requested information about them through the channels set up for this purpose by the Company;
- Users who, although they have not had the opportunity to interact with our advisors and use the Services, have heard about us through acquaintances, friends, family and have nevertheless wished to express their opinion.

Where can reviews be released?

The User has the possibility to express his/her opinion about the Services in a completely spontaneous and free manner, for this purpose using dedicated platforms such as, by way of example, "Trustpilot", "Facebook" and "Google" (hereinafter, the "Platforms"), even in the absence of a prior request from Ener2Crowd. They can also forward video reviews to the Ener2crowd email address (info@ener2crowd.com) or share their video reviews via social channels by tagging Ener2crowd.

How are reviews collected?

As specified in the previous paragraph, the User can always leave his/her review freely and spontaneously. The Company, with a view to constantly improving the quality of the Services, may require the User who has used them to release his/her own rating on the Platforms, i.e. by sending a video review.

In order to adequately protect the principles of transparency towards Users and the truthfulness of reviews, only evaluations validly and appropriately verified by Ener2Crowd – as explained in more detail below – may subsequently be published on the Company's communication channels (e.g. website and social platforms).

What are the characteristics of the reviews collected and published by Ener2Crowd?

The reviews collected and published by Ener2Crowd are absolutely truthful and can be positive or negative. It is in our interest to post feedback from

ENER2CROWD S.R.L. SB

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people who have enjoyed our Services, but also to disclose any negative comments that encourage us to constantly improve.

It is essential for us to take reasonable and proportionate steps to ensure that reviews come from Users who have actually used our Services.

In fact, in the event that Users voluntarily submit their reviews on the Platforms or sent directly to our communication channels, in order to verify the veracity of the review and the circumstance that the User has actually used our Services, we connect the information provided through the review with the data available within our "database", to ensure that the user who submitted the review is a customer of ours.

Only upon a positive outcome of this verification, we publish the review on the Company's communication channels (e.g. website and social platforms).

Can Ener2Crowd edit reviews?

Reviews cannot be modified by Ener2Crowd, precisely to ensure their veracity. However, Ener2Crowd will not publish the following:

- content that advocates or promotes illegal or dangerous activities, or that is sexually explicit, violent, crude, intimidating, or harassing;
- discriminatory content based on skin colour, ethnicity, geographical origin, religion, sexual orientation, gender identity and marital status, disability;
- Content that is illegal or infringes the rights of another person or entity, including intellectual property and personal data protection rights.

Consumer rights

If you want to get more information on how to collect and publish reviews, you can contact Ener2Crowd at the following email address: info@ener2crowd.com

We also inform you that unfair commercial practices are prohibited by current legislation, therefore, you have the possibility to contact the Italian Competition Authority ("AGCM"), following the procedure described at the following URL: <https://www.agcm.it/servizi/segнала-on-line>, without prejudice to the right to appeal to the ordinary courts to obtain proportionate and effective remedies. This is without prejudice to any other remedies available to consumers.

Policy Changes

This Policy may be subject to changes over time – also related to the possible entry into force of new sector regulations, the updating of the procedures for collecting and publishing reviews or technological innovations – so we invite consumers to periodically consult this page.