

Information relating to the exercise of the right to reconsider  
pursuant to Article 49, paragraph 4, Legislative Decree 206/2005 (Consumer Code)

### Right to reconsider

The Customer has the right to withdraw from the purchase contract of one or more Gift Cards through the Enjoy App, without indicating specific reasons, within 14 days from the day the Gift Cards were purchased.

To exercise this right to reconsider, the Customer is required to inform Eni Sustainable Mobility S.p.A. of his or her decision to withdraw from the purchase contract by means of an explicit declaration to be sent to the following email address [servizioclienti@enjoy.eni.com](mailto:servizioclienti@enjoy.eni.com). The Customer can use the form enclosed below, which may be filled in and sent electronically. Using this standard form is not mandatory, provided that the following data are expressly indicated to Eni Sustainable Mobility S.p.A.: (i) name, surname, tax code no. and email address of the Customer who intends to withdraw from the purchase contract and (ii) the identification number of the related Gift Card(s).

The Customer is required to send the communication regarding the right to reconsider before the aforesaid cooling off period expires.

### Effects of withdrawal

When the Customer decides to use the service immediately, this will be considered as an explicit request to use all or part of the Gift Card during the cooling off period. In this case, if the Customer subsequently decides to exercise the right to reconsider, only any residual value of the unused Gift Card(s) will be credited back to the Customer to the payment method used for the original purchase, net of all discounts or other applicable promotions.

In any case , the Customer will not incur any additional costs for the reimbursement.

To:  
Eni Sustainable Mobility S.p.A.  
Via Giorgio Ribotta, 51  
00144 - Rome  
Italy

**Subject: notification of withdrawal/cancellation Gift Card Enjoy**

I, the undersigned..... (tax code no.) .....  
Email address.....

Whereas:

on ..... I purchased through the Enjoy app the Gift Card code n.  
.....worth € .....

Hereby communicate

pursuant to Section 54 par. 1 of Legislative Decree 206/2005 (Consumer Code), my willingness to exercise the right of withdrawal in relation to the aforementioned Gift Card, requesting its cancellation.

To this respect, I ask that the residual value of the Gift Card be credited back to the payment method I used during the original purchase.

I declare that the personal data provided above is correct and complete. Furthermore, I acknowledge that, in the event that the Gift Card has been used in whole or in part during the period granted to exercise the right of withdrawal (i.e. 14 days from the activation of the Gift Card), Eni Sustainable Mobility S.p.A. will refund only any residual value of the Gift Card at the time of re-crediting.

Kind regards.

Place and date

Signature .....