

From: EasyPark Kundeservice kundeservice@easypark.net 
Subject: Re: Please Take Care of This Situation
Date: May 10, 2023 at 9:40 AM
To: James Giraldin jgiraldin@gmail.com



SENT:	2023-05-10, 15:40	TO:	James Giraldin < jgiraldin@gmail.com >	CHANNEL:	Email
ERRAND:	3187130-2	FROM:	kundeservice@easypark.net		
SUBJECT:	Re: Please Take Care of This Situation				

Hi James.

Let me try to clear up the confusion:

Our app will let you start a parking manually in every parking area in the app regardless if you are there or not. However, some areas operate by camera. In these specific areas the camera will pickup the plates on entry and exit, and will be started and stopped in the app.

Sometimes the parking operators camera systems are not able to pick up exits, leaving the parkings on going. This is why it is also possible to start a manual parking in the app on the same vehicle.

How to use the app is explained on our website in case you need that. It can be found [here](#).

I'm glad to hear Hertz solved this for you, as this is something we are unable to do due to the fact that the payment goes to the parking companies, as we are just the app for transactions.

In summary:

1. You were read in on camera at Pellerinbryggene, owned by the company Parkly AS, it was started on Hertz's account because it was not activated on your account or paid on the PnD at the location, or online afterwards.
2. You also started a parking and paid Apcoa Parking Norway AS for a slot at Søndre Tollbodgt. 3a, while you were actually not there. The system has no knowledge of where you are, other than what you enter yourself and will assume that you are in control of where the vehicle is located physically.

Had you not started a parking in the app on this area, you would only have been billed by Hertz.
Had you activated the vehicle in your app, you would only have paid directly for the parking at Pellerinbryggene.
However, since you did not activate it in your app, and you also did not pay for Pellerinbryggene Hertz invoiced you for it

for the money Hertz invoiced you for it.

You are only being charged twice because you started it in the wrong area on top of being billed by Hertz for your actual parking.

We cannot refund parkings without a request from the parking operators directly, as it is their money being paid back.

In some cases, this can be credited by contacting the parking operator presenting proof that you were parked somewhere else, but we usually recommend the customer do this directly with the operators as we often lack the documentation they require to prove that the vehicle was there.

I am sorry you feel I am electing to be obtuse and cover something up, but in the end it is the customer's own responsibility to use the app correctly as they are the only ones who can be 100% of where they actually are.

Hvor fornøyd er du med servicen du fikk ved kontakt med vår kundeservice?

Velg mellom 1-5 stjerner der 5 er best.



Med vennlig hilsen,

Patrick | Kundeservice

easypark
GROUP

EasyPark Norge

Innspurten 9

0663 Oslo

Office 03456

T 00 47 23 30 88 80

W www.easypark.no

RECEIVED: 2023-05-10. 13:34