

Important information about your Aral Fuel & Charge Card from Ayvens

Prices for electricity transactions

If you charge your vehicle with the Aral Fuel & Charge Card from Ayvens, please note that special electricity tariffs agreed between Aral and Ayvens apply and not the prices quoted at the charging station.

Aral offers a discount on charging sessions with your Aral Fuel & Charge Card from Ayvens. The following prices therefore apply:

Tariff	Charging speed in kW	Price per kWh (net)*
AC Economy	3.7– 22	EUR 0.45
AC Economy Plus	3.7– 22	EUR 0.55
DC Economy	>23	EUR 0.63
DC Economy Plus	>23	EUR 0.67
Aral Pulse	>150	EUR 0.54

Please note that due to the discount, the differing prices listed in the Aral Fuel & Charge app do not apply to you.

Blocking and excess fees

The following blocking and excess fees apply to charging sessions with your Aral Fuel & Charge Card from Ayvens. Please note that ending a charging session only in the Aral Fuel & Charge app does not prevent blocking and excess fees. The charging process only ends when the vehicle is physically disconnected from the charging station.

Charging station speed	Charging speed in kW	Fees*
Normal charging (AC)	<23	0.10 EUR / min. after 240 – 480 min. Maximum 10.00 EUR
Fast charging (DC)	23 – 150	0.10 EUR / min. after 45 – 480 min. Maximum 10.00 EUR
Ultra-fast charging (HPC) – does not apply to Aral Pulse stations	>150	0.10 EUR / min. after 45 – 480 min. Maximum 10.00 EUR
Excess fee for all charging stations		0.15 EUR / min. after 480 min. without limitation

Defective or lost Aral Fuel & Charge Cards from Ayvens

Please inform us immediately by email to kartenservice.de@ayvens.com, or call our central driver hotline at **+49 211 91358221** if you lose or damage your charge card. Our central driver hotline is available 24/7. We'll block the card and send you a replacement.