

Important information about your Shell Hybrid Card from Ayvens

Prices for electricity transactions

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

The following prices therefore apply:

Tariff:	Price per kWh (net)*:
AC charges	EUR 0.496
DC charges	EUR 0.664
Shell Recharge charges	EUR 0.496
Transaction fee for each charging session in the public charging network (not via Shell Wallbox)	EUR 0.35 / charging session

Please note that due to the discount, the differing prices listed in the Shell app do not apply to you.

Blocking fees

Blocking fees are only charged if they are actually incurred at the charging station. You can find the corresponding blocking fees in the Shell app.

Please note that ending a charging session only in the Shell app does not prevent blocking fees. The charging process only ends when the vehicle is physically disconnected from the charging station.

Defective or lost Shell Hybrid 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.