

Q1. What is Charge Me?

Ans1. ChargeMe is a smart IoT-based power bank sharing service. We provide portable chargers at convenient locations, allowing users to rent and return power banks from any of our stations.

Q2. How does it work?

Ans2.

1. **Download & open the ChargeMe**
2. **Scan the QR code** on a station
3. **Collect the power bank** automatically dispensed
4. **Charge your device anywhere**
5. **Return it at any ChargeMe station**

Q3. What are your rental charges? (Hold for future update)

Ans3.

Our pricing is as follows:

- **XX** for the first 30 minutes
- **₹YY** per additional hour
- **₹ZZ** daily cap (24-hour max charge)

You'll see all pricing details on the website before confirming the rental.

Q4. What types of devices are supported?

Ans4.

Each power bank has 3 built-in cables:

- **USB-C** (Android, new devices)
- **Lightning** (iPhones)
- **Micro-USB** (older Android phones, some accessories)

Q5. How do I pay?

Ans5.

We accept multiple payment methods:

- UPI (Stripe/PayPal)
- Credit/Debit Cards

- Wallets & Net Banking

Payment is deducted automatically after return.

Q6. Do I need to register to use the service?

Ans6. Yes, you need to sign up with your **phone number** and complete a quick **verification** to start renting.

Q7. Is there a deposit required?

Ans7. No deposit is required. However, a **temporary security hold** may be applied and refunded upon return.

Q8. Where can I return the power bank?

Ans8. You can return it at **any ChargeMe station**. Use the map on the website to locate nearby return points.

Q9. What if I lose or damage the power bank? (Hold for future update)

Ans9. You may be charged a **replacement fee** of ₹XXX. Contact support if you encounter accidental damage or technical issues.

Q10. What if the power bank doesn't work or charge properly?

Ans10. Try:

- Switching cables
- Ensuring your device is not the issue
- Replacing the power bank at a nearby station

Still facing issues? Reach out to support via the website.

Q11. How long can I keep the power bank?

Ans11. You can use it for as long as you need. The rental will continue to be charged until:

- It is returned, OR
- It reaches the maximum daily charge cap

Q12. Can I reserve a power bank in advance?

Ans12. Not currently. All rentals are available on a **first-come, first-served** basis.

Q13. What if the station doesn't dispense a power bank?

Ans13. Please ensure:

- The app has Bluetooth and location enabled
- There are power banks available
- You have a valid payment method

If the issue persists, contact support.

Q14. How can I contact customer support?

Ans14. We're here to help!

- In-app live chat
- Email: **support@technoiot.com**
- Call: **+91-XXXXXXXXXX**