

PRIVACY POLICY

The privacy policy is applicable to the website www.tezcab.com, which also comprises of the mobile site, applications for IOS, Android, Windows operating system, referred to as "SITE".

By accessing and/or using the services on this site (or searching for any of the pages on this site), you as customers consent to our privacy policy laid out herein. You also agree that the information furnished by you is lawful, true and does not violate or infringe any laws. In case of any violations, infringement, furnishing of wrongful or unauthorized information, Tezcab shall not be liable for it.

When you access our site, we collect and store your personal information which is provided by you from time to time. Our primary goal in doing so is to provide you a safe, efficient and a customized experience and to give you better services. Further, your personal information is used to administer the contents on the site. Also, to reply to queries of the various authorities in regards to your accessing of the site and services availed by you.

Our privacy policy is subject to change at any time without any prior notice. Therefore, you may periodically review this page to make sure you are well updated of changes and the current privacy policy.

By using the site and/or by providing your information, you consent to the collection and use of the information you disclose on the site in accordance with the privacy policy. if you wish to contact us about this privacy policy or privacy related issues, mail us at contact@Tezcab.com.

TERMS AND CONDITIONS

CUSTOMERS

- Without valid ID the customer will not be allowed to avail the services. For instance, Aadhar card, driving license etc.
- The customer must be 18 years of age to avail the services.
- You can get yourself registered on the site by creating an ID and password. We rely completely on the information provided by you and we shall not be held liable if you or anyone who uses your account or your services is not an eligible user.
- Tracking information is collected as you navigate through our services.
- If you wish to cancel your account, contact us through e-mail address, we will retain your protected information for as long as your account with the services is active.
- As a minor (below 18 years of age), if you wish to avail the service, then such service may be availed by your legal guardian who have registered as customer on the site.
- We reserve the right to terminate your membership, refuse to provide you with the access to the site and/or refuse to provide the service to you, if it is discovered that you are not eligible to register/ use the site under the terms applicable.
- Complementary drinks (non-alcoholic) and snacks provided to you must be given attention to. If not provided during the journey, the same must immediately be reported via e-mail at support@Tezcab.com or contact us at **9630500706**.
- If case payment is done online in excess of what is actually due to you, the excess amount will be credited to your respective wallet, which can be deducted on your next journey.
- In case you are not feeling secured during a journey already started, you can contact the nearest taxi operator from your current location, the details of which will be provided by our site, to change the cab, or you can contact us at **9630500706**.

EXTENSION POLICY

Extension of the ride would be provided at current rates, subject to availability. The current ride rates can be different from the previous ride.

CANCELLATION POLICY

It would be an honor for us to drop you safely to your destination, but due to some reason if you cancel your bookings, our simple cancellation procedure makes sure you receive a quick confirmation and credit of the amount to your wallet, to be used on your next journey.

No cancellation amount would be charged on any of our services.

PAYMENT POLICY

The payment of the amount due to you can be done online or in cash, according to your convenience. A message will be sent to you indicating the amount due to you, and thereafter you can settle the payments.

TAXI OPERATORS

- The operator must be at least 18 years of age to provide the services. You can get yourself registered to provide your services to the customers by setting your ID and password along with entering the required details including valid and functional e-mail address, phone number etc.
- The data provided by you during registration must be accurate, current and true. We shall not be held accountable for any false/incorrect data provided by you to us.
- You shall indemnify us against all damages and liabilities that may be incurred by us as a result of any inappropriate information provided by you to us.
- We shall not be liable for any damages and liabilities that may be suffered by you as a consequence of unauthorized use of your account. Therefore, the confidentiality of your ID and password is solely your responsibility.
- We reserve the right to terminate your account, at any time without prior notice, if it is discovered that the operator's account is being used by a person who is not eligible and/or who do not adhere to the terms and conditions

- Any operator hearing a distress signal must immediately respond, and cater to the security of the customers.
- The operators must work fairly towards ensuring that the customers get the complementary services i.e., the wifi, snacks, drinks (non-alcoholic) and water, provided by us, during the journey.
- The operator shall not attempt to gain unauthorized access to any feature of the site and make any defamatory statements about Tezcab.
- The operator shall provide material information relating to their services from time to time and ensure their involvement and participation with the working of Tezcab.
- You shall admit that we are the sole owner of our domain name, logo, tagline or any other mark owned by Tezcab and hence you will not contest the ownership of the above mentioned for any reason whatsoever.

DRIVERS

- The driver must be at least 18 years of age in order to provide his/her services.
- You can get yourself registered to provide your services to the customers, by setting your ID and password along with entering the required details including valid and functional phone number etc.
- You must provide accurate and true information while registering yourself as a driver of Tezcab. We shall not be held accountable for false/incorrect data provided by you to us.
- You must carry your ID and license while providing your services to the customers for the verification of your true identity.
- You shall adhere not to indulge in any sort of misbehaving or misconduct with the customers and hence stand true to Tezcab's objective of providing the safest journeys of all times.
- We reserve the right to terminate your account, at any time without prior notice, if it is discovered that the information provided by you is false and/or you indulge in any malpractice with the customer and/or you do not adhere to the terms and conditions.
- We shall not be liable for any damages and liabilities occurred on account of your misconduct and malicious practices.
- The driver must not attempt to gain unauthorized access to any feature of the site and make any defamatory statements about Tezcab.