

Terms and Conditions (Customer)

Users of services provided by Lerro Cabs recognises and agrees that the use of the website and mobile application is entirely their risk, and to that effect, we provide due disclaimer with respect to all kinds of representations and warranties, be it express or implied. The information you peruse in the website and mobile application are of general nature, communicated entirely for informational purposes.

Please note, while Lerro Cabs endeavours to keep the published information updated, the company in no way makes any express or implied representation as to its accuracy, completeness, suitability, reliability, and availability related to the services offered.

Lerro Cabs shall not be held liable for any ensuing damage or loss of user with regards to the perusal of information found available on the website or mobile application. Moreover, as and when you are redirected to another third-party website through the mobile application and website of Lerro Cabs, we do not exercise any control of the content available over such sites.

Presence of any third-party link over the mobile application or website of Lerro Cabs does not automatically amount to any kind of endorsement or recommendation of any views expressed therein.

EFFECTIVE FROM 10 JULY 2020

This present document pertains to an electronic record under the provisions of Information Technology Act, 2000 and Rules thereunder, and any such provisions under any other statute which stands to be amended pursuant to the provisions of Information Technology Act, 2000. The perusal of this agreement and enumerated provisions herein, any subsequent or continued usage will be considered to be due consent from the user, and the latter will be bound by such terms and conditions.

You are requested to peruse all the terms and conditions enumerated herein before using the website and mobile application of Lerro Cabs as you will be bound by all such provisions. If you do not consent to any of the terms or conditions, then you are advised to not use the mobile application or website of Lerro Cabs and avail the services.

Your acceptance of these terms and conditions will also include the acceptance of the privacy policy available at **[Please insert the URL where the privacy policy for the customer is hosted]**. By accepting these user terms and conditions, you duly allow Lerro Cabs to send you promotional messages and e-mails at intervals.

It is hereby clarified that this is an agreement between Lerro Cabs Private Limited, a company registered under the Companies Act, 2013 and having its corporate office at 48 B Ram Krishna Path, Boring Rd, North Sri Krishna Puri, Patna, Bihar 800013, India (hereinafter referred to as "LERRO CABS" which expression shall mean and include its representatives, successors-in-office, affiliates and assigns), and the user who will be availing the services extended by LERRO CABS.

Your engagement with LERRO CABS is subject to the acceptance of these terms and conditions and retains the sole discretion and right to modify, amend, remove, add or change these provisions mentioned herein with or without any prior intimation to the user. The onus is on the user to check these terms and conditions at regular intervals, and the continued usage of the website and mobile application will indicate subsequent consent to such altered provisions. With your due compliance to these terms and conditions, LERRO CABS accord you a non-transferable, non-exclusive, limited privilege to avail the services through the portal.

1. DEFINITIONS

All of the terms defined below will bear the meaning that is duly assigned hereinbelow.

- 1.1) Account:** It is the account created by the customer through the mobile application of Lerro Cabs.
- 1.2) Additional Fee:** It includes inter-state taxes, toll duty etc. that is excluded from the fare by payable to the authorised body in the course of the ride under applicable law.
- 1.3) Applicable Laws:** It includes all legislation, applicable statutes, ordinances, by-laws, rules, notifications, regulations, policies, guidelines, order etc. by courts, tribunals, and authorised governmental agencies.
- 1.4) Application:** It includes the mobile application of Lerro Cabs that are updated by the company at regular intervals.
- 1.5) Booking:** It amounts to the allotted service request.
- 1.6) Business Day:** It means such days on which banks remain open for business in the city where the business is registered.
- 1.7) Cancellation Fee:** It means the fee payable in lieu of cancellation of a ride by a customer which is in contravention of the cancellation terms as laid down under clause 12 of this agreement. Such fee will be exclusive of all applicable taxes.
- 1.8) City of Operation:** It comprises of the jurisdiction where the application has been launched, and the customer avails service offered by Lerro Cabs.
- 1.9) Customer/Rider:** The persons availing the ride services offered by Lerro Cabs will be termed both as customer and rider.
- 1.10) Driver/Partner:** The persons driving the cab for a ride will be termed both as driver and partner.
- 1.11) Fare:** It means the amount payable for availing a specific ride which may be exclusive of applicable taxes. The amount will be indicated in Indian rupees, reflected on the mobile application of Lerro Cabs.
- 1.12) Force Majeure Event:** It includes any such incidences that may arise due to any such cause beyond the purview and reasonable control of Lerro Cabs.
- 1.13) Lerro Auto:** Lerro Auto is an autorickshaw service offered with a seating capacity of 3 persons.
- 1.14) Lerro Cabs/ Us/ We/ Our:** These terms shall necessarily mean Lerro Cabs Private Limited, a company incorporated under the provisions of the Companies Act, 2013, and having its corporate office at 48 B Ram Krishna Path, Boring Rd, North Sri Krishna Puri, Patna, Bihar 800013, which expression shall, unless mentioned to the contrary, deemed to mean all successors, assigns and affiliates.
- 1.15) Lerro Driver's Hub:** It includes various outlets, where drivers or partners have to submit the necessary documents physically to be verified by designated personnel will be termed as Lerro Driver's Hub (LDH).
- 1.16) Lerro Kick:** Lerro Kick is a bike taxi service offered with a seating capacity of 1 person.
- 1.17) Lerro Lite:** Lerro Lite is the cab service offered with a seating capacity of a maximum of 4 persons.
- 1.18) Lerro Plus:** Lerro Cabs is the cab service offered with a seating capacity of a maximum of 7 persons.

1.19) Lerro Share: Lerro Share is the cab service offered where customer can book maximum 2 seats out of total 3 seats.

1.20) Lerro Wallet: It includes a pre-paid instrument available over mobile application of Lerro Cabs that can be utilised to make payments.

1.21) Operator: The persons registering his/her fleet of vehicles for providing ride services will be termed as an operator.

1.22) Portal: It includes all such features of the mobile application of Lerro Cabs or any other associated software, program, which is owned by, licensed to and controlled by Lerro Cabs, any other URL that may be specified from time to time.

1.23) Registration Data: It includes the true, valid and accurate name, phone number, e-mail id and any such information that may be required by Lerro Cabs from a customer from time to time due to registration of the mobile application.

1.24) Ride: It means the duration of travel conducted through the vehicle facilitated by through website or mobile application of Lerro Cabs by the customer.

1.25) Service Request: It relates to the request put forward by a customer on the portal for availing the service offered by Lerro Cabs.

1.26) Service(s): Service or services offered by Lerro Cabs include rides that are within the city (In-City Rides) rides from one city to another (Inter-City Rides) and rides based on hourly-packages (Rentals). It is facilitated by mobile application or a telephone request through the call centre hosted by Lerro Cabs or booking through its website in the city of operation.

1.27) Site: It includes both the mobile application and website [please insert the website URL here] operated by Lerro Cabs or any other software that facilitates the use of the mobile application or any such URL that may be specifically provided by Lerro Cabs.

1.28) Total Ride Fee: It shall include the fare, cancellation fee, any other additional fee and taxes as may be applicable from time to time.

1.29) User Terms: It includes all the terms and conditions mentioned herein which are applicable in its entirety to the customers.

1.30) Vehicle(s): It includes all such motor rides that are defined under the Motor Vehicles Act, 1988.

2. ELIGIBILITY

2.1) Your eligibility to avail the services offered by LERRO CABS is subject to the stipulations that are mentioned hereunder. You are eligible to use our services only when you have attained at least 18 (eighteen) years of age, and are competent to enter into a contract under applicable laws.

2.2) Moreover, you are to abide by such restrictions if you reside in a jurisdiction that put a limitation on the use of our services on account of your age or limiting the ability to enter into contracts as per the user terms under this agreement.

2.3) You are to avail the services only with the fulfilment of the conditions, as mentioned in Clause 2.1 and 2.2 above. If you are ineligible, please abandon your attempts to register with LERRO CABS and avail our

services. Under this agreement, you provide due acknowledgement that we completely rely on the information provided by you, and in no case can LERRO CABS be held liable if someone else avails our services through your account on the application, who may be ineligible to use the same.

3. REGISTRATION AND ACCOUNT

Please note that registration on site can take place only with complying all the user terms mentioned under clause 3 and providing your registration information.

3.1) Registration of your account can only take place through valid e-mail id. You will receive a welcome email indicating the successful registration of account with us. If you do not receive such email, kindly reach out to us. It is likely that user may have to initiate the process again, afresh.

3.2) You are to ensure that the data you provide is complete, accurate, valid, updated and true. It should be checked and revised from time to time. LERRO CABS will not be held liable for any inconsistencies that may be found in the information provided by you.

3.3) The onus of maintaining the confidentiality of information is on you, and all such transactions that may be facilitated through your account, even when initiated by third parties. We will bear no liability in the event of any loss or damage arising out another third party misappropriating your account details and password, acquired with or without your knowledge. You do not retain the right to assign, transfer or sell your account to any third party.

3.4) On the reason that the provided data may be false or incorrect, due to which the security of your account may be compromised, LERRO CABS reserved the right to terminate or suspend your account with immediate effect, for an indefinite period.

3.5) You are advised to remain cautious about not sending any additional information, which may be confidential or proprietary information to the site of LERRO CABS, apart from the data required for registration or any such information required to be provided under applicable law. Moreover, with the acceptance of these user terms, you unequivocally consent that the data and information provided to LERRO CABS will not be held to be proprietary or confidential.

3.6) Please ensure that you have a compatible mobile device for downloading the application, and we will incur no liability in case of download of the wrong version of the application owing to incompatibility of the mobile device. With the continued usage of an unauthorised or incompatible device, LERRO CABS reserve the right to terminate the use of the application as well as the service.

3.7) You are allowed to open only one account with the registration information provided by you. In case of detection of any instance of unauthorised use of your account, please immediately contact us at support@lerrocabs.com or call us at 8538910888/ 8538920888/ 8538946888.

3.8) In case of inability to access your account, please reach us at customer@lerrocabs.com or support@lerrocabs.com, and lodge a written request for blocking your account. Any unauthorised activity that takes place within 72 (seventy-two hours) of filing the complaint about blocking the account, LERRO CABS will not bear responsibility for the same. Please note that we will have no liability in case of force majeure events as well.

3.9) In the event of any change in the information provided for registration, you are to contact LERRO CABS as soon as possible, so that the communication sent from our end, intended for you, reaches you, and the same is not diverted to any third-party entity.

3.10) We will be using the registration data provided by you for contacting you in all matters related to service, and information may be sent to you through your registered mobile number and the original e-mail id registered with us as a part of registration information.

3.11) You will be allowed to open only one account against one e-mail id, and you will not transfer or assign your account to any third-party entity.

4. RIGHTS AND OBLIGATIONS

4.1) Booking by a customer can only be made through the application.

4.2) In case of Lerro Share, you will be sharing the ride only with other customers of LERRO CABS. Such sharing may also be permitted to deviation, which is subject to our discretion.

4.3) Your waiting period for the ride will start only when the vehicle reaches the pick-up location. In the case of Lerro Share, there may be a delay in reaching your pick-up location owing to longer routes of your co-passengers. In such instances, you shall not make any claim against LERRO CABS.

4.4) Your ride will largely adhere to the route that is intimated in the application, and request for deviating from such route may not be accepted. The onus is on the customer to reach the specified pick-up location well ahead time. In the case of Lerro Share, the customer may be dropped in the location, which may not be exactly the same as the drop-off point.

4.5) The time taken to complete the ride, as shown in the application is merely indicative. Completion of the ride may take longer owing to traffic congestions or longer route. You will have no claim against LERRO CABS in that regard.

4.6) Please ensure that the vehicle reaching the pick-up point for your ride bears the same registration number as well as accurate registration details that are indicated in the application or communicated through phone messages.

4.7) Your ride will reach completion only at the specified destination, and you will be dropped at the designated drop location.

4.8) You are entitled to a hassle-free journey if you are availing services offered by LERRO CABS. If you experience any ill-disciplined and indecent behaviour from driver/partner, or any kind of response that adversely affects the quality of your journey, please contact us customer@lerrocabs.com or support@lerrocabs.com to lodge a complaint. You may also call us at 8538910888/ 8538920888/ 8538946888.

4.9) You will have the option of changing the drop-off location even after the booking is confirmed.

4.10) You can send the request for a ride only through the application or calling the call centre of LERRO CABS where the resource person will book you a ride duly.

4.11) On the booking of the ride, you will be provided with driver name, vehicle license number, telephone contact details of the driver and any such information as determined by LERRO CABS. This information will be provided only when a ride request is accepted by the driver/partner.

4.12) LERRO CABS will exercise reasonable effort to facilitate your contact with a driver/partner subject to the availability of the same around your location during the time that the request for a ride is made.

4.13) By the usage of the application or services of LERRO CABS, you affirm the following that:

- The application or services will be used only for your personal purpose and not assigned or sold to third party entities;
- You will not use any account whose rights belong to any other person and in the absence of appropriate authorisation;
- The site or the services will not be used for unlawful purposes;
- You will not cause harm to our site, service or network in any manner;
- You will provide all such information and document that LERRO CABS may reasonably request;
- You will only avail the services through the authorised network;
- You will adhere to all the applicable laws from your domicile and the location where you are presently using the site or services;
- You will bear the standard charges incurred for calling the call centre of LERRO CABS, for sending messages, data usage, voice service and service by phone network providers;
- You will abide by the provisions of the Information Technology Act, 2000, and the rules and regulations so notified.

5. GENERAL CUSTOMER BEHAVIOUR WHILE USING LERRO CABS SERVICES

5.1) Customers are to report promptly on time at specific pick-up location;

5.2) Please refrain from engaging in loud conversation in the phone, or otherwise, in the course of the ride;

5.3) You are strictly prohibited from using objectionable and offensive language in the vehicle;

5.4) Do not play music or engage in any kind of activity that may cause discomfort to the driver or your co-passengers;

5.5) You are advised against sharing your personal information with any of your co-passengers and also refrain from engaging in a heated conversation with the same;

5.6) Please do not consume beverages or eatables in the vehicle;

5.7) Please do not indulge in any inappropriate behaviour with driver/partner and your co-passengers;

5.8) Please maintain reasonable behaviour while availing the services provided by LERRO CABS;

5.9) Customers have full responsibility for their belongings. LERRO CABS will bear no liability for any loss or damage arising out of the loss of such belongings. However, if your belongings are lost in the course of the ride, LERRO CABS will try to locate such items on its 'best-effort' basis;

5.10) Customer shall not engage in the following:

- Insisting driver/partner violate any transport/ traffic or government regulations or any applicable laws for reaching the destination earlier or faster, or for any other purpose;
- Consume alcohol and other prohibited substances including psychotropic substances or drugs in the vehicle;
- Requesting halts at ATMs, stores, or any other unauthorised locations;
- Using the sitting space for placing luggage or overloading the boot of the vehicle with luggage.

6. USE OF APPLICATION

- Application to be used only for lawful purposes;
- Information of any nature cannot be displayed, published, modified or transmitted to which the customer does not have any right, or it interferes with another user's enjoyment of the application or services offered by LERRO CABS;
- Customer is not to use any "deep-link", "robot", "spider" or other algorithms, program or automatic device for circumventing the structure or presentation of the application;
- No attempt for any interference should be made that would compromise the security and integrity of our servers that run the application;
- Do not engage in any activity that is likely to impose excessive load on our infrastructure;
- Customers cannot use the application for any commercial purposes;
- You shall not access or attempt to access the content of our application through any other technology apart from the one meant for such access;
- You shall not use the application for any purpose which is unlawful or prohibited by these terms and conditions as well as the applicable law or engage in any activity that would infringe the rights of LERRO CABS;

7. INTELLECTUAL PROPERTY RIGHTS OVER CONTENT POSTED ON LERRO CABS SITE AND MOBILE APPLICATION

7.1) LERRO CABS retain intellectual property rights over all its content that include text, graphics, user interfaces, visual interfaces, photographs, trademarks, logos, sounds, music, artwork and computer code, made available over application and site. All such content is controlled by and licensed to LERRO CABS. It enjoys the protection of copyright, trademark, and other intellectual property rights protection. No of the content may be imitated, copied or used in the absence of an express written permission from LERRO CABS.

7.2) While using the information available on our site, it must be ensured that:

- No proprietary notice language is removed;
- Information is used only for personal and non-commercial purposes;
- No modification is made to any such information;
- No additional representations or warranties are made

7.3) All trademarks, brands and service marks used in connection with the site, application or services offered are owned by LERRO CABS, and as such, it is our property. We own all the intellectual property rights. In case of any use of such intellectual property, prior permission should be procured from LERRO CABS.

7.4) Customer consent to abide by laws and regulations pertaining to copyright, trademark, patent, and trade secret ownership and use of the intellectual property. You will be held liable for any violations of applicable laws and for any infringements of any intellectual property rights.

8. BOOKING PROCESS

8.1) You may download the application on your device to book a ride or other services offered by LERRO CABS. We extend our services only through the application.

8.2) To make a booking, you have to enter the destination on the booking screen of the application. The pick-up address will be indicated, which cannot be edited subsequently. After the fare is shown, you will have to confirm the ride.

9. CONFIRMATION OF BOOKING

9.1) The confirmation of your booking will be clearly indicated in the application, and approximate pick-up time will also be indicated.

9.2) Customer is responsible for immediately reporting any discrepancy or error that may have been identified with respect to booking confirmation.

9.3) LERRO CABS will not be liable for any resulting consequences or damages that may arise due to any discrepancy or error connected to confirmation of booking.

10. PAYMENT

10.1) The details of the charges payable will be available on the application. You may choose to pay for the services by any of the three methods – (a) cash, (b) UPI and LERRO wallet. Customer may pay the charges at the conclusion of the ride. However, in case of payment by cash, you are advised to have the requisite change on the person, in order to avoid hassle at the time of payment.

10.2) An invoice may be generated and sent to your registered e-mail id after the completion of the ride. The invoice shall be indicative of all applicable charges including but not limited to the surcharge, toll charges, waiting time charge, service tax. The payment that has been made by the customer is non-refundable.

11. WAITING POLICY

11.1) After arriving at the pick-up location, the vehicle shall wait for 5 minutes. If the customer does not board the vehicle within this waiting period, an additional waiting charge will be added to the fare of the ride. The waiting charge will be applicable according to the rate card at that point of time, and it will vary according to the vehicle booked for the ride.

11.2) If the customer neither boards the vehicle within the waiting period nor can be contacted by driver/partner, then the trip may be cancelled, and the vehicle will leave the pick-up location.

12. CANCELLATION POLICY

12.1) LERRO CABS will charge a cancellation fee, the details of which will be indicated on the application.

12.2) Cancellation fee will be charged if the customer cancels after 5 minutes of confirmation of booking or if driver/partner cancels after waiting at your pick-up location for more than 5 minutes. However, the customer will not be charged with cancellation if the driver/partner is delayed by more than 5 minutes.

12.3) The cancellation fee is Rs.10, which may be subject to subsequent revision.

12.4) The cancellation fee will be levied to the bill amount of your next ride.

13. SUBSTITUTE VEHICLE

13.1) In the event of a breakdown of the vehicle during the commencement of the ride, LERRO CABS will make proceed on "best-effort" basis to ensure its immediate repair. However, if the vehicle is beyond repair by the driver/partner, LERRO CABS may arrange for a substitute vehicle enabling the driver/partner to complete the ride till the destination point.

13.2) You acknowledge that the substitute vehicle may not be of the same make as that of the one which you availed from the pick-up point. Furthermore, LERRO CABS will facilitate the availability of the substitute vehicle on your confirmation to avail such service. You duly agree that such service may not necessarily be provided by the same driver/partner who had initiated the journey.

13.3) LERRO CABS will not be liable for the losses or delay that you may suffer owing to the breakdown of vehicle that you have booked through our site or application. Moreover, we will not be liable in the instance of any damage caused on account of availing the substitute vehicle.

13.4) The ride fare that has been indicated before the start of the ride may not be affected by your availing the substitute vehicle. Please note, you may not have to bear the additional burden of increased fare for availing the services of a substitute vehicle. However, LERRO CABS will not be responsible for any expense that you may have to incur in lieu of accommodation or personal expense connected with the breakdown of the vehicle. Customer will have to bear such costs in its entirety.

14. THIRDS PARTY BUSINESSES

14.1) LERRO CABS do not take responsibility or liability for the actions, products, content and services on the application, that are hosted by third party websites or affiliates.

14.2) LERRO CABS may provide links to third party websites of affiliated companies and certain other businesses for which, we bear no responsibility for evaluating the services or products offered by them. Moreover, no warranty is given for any of these businesses or content made available by a third-party website(s) on our application and site.

14.3) LERRO CABS does not endorse any third-party website(s) or content, and your perusal of the same should be undertaken at your sole risk.

15. TERMINATION OF ACCOUNT

LERRO CABS reserve the right to modify, suspend or terminate services provided to you at any time without prior notice. Such suspension or termination may be the result of applicable laws, your breach of these terms and conditions or due to our internal policy. You can request termination of your account by writing to us at support@lerrocabs.com. We will attempt to respond to your request in an expedited manner. However, you will remain responsible for any transaction that may take place prior to termination of your account. Please note, your personal information and registration data will remain stored in a secured manner pursuant to applicable laws and internal policies of LERRO CABS.

16. DISCLAIMER

16.1) LERRO CABS is merely an intermediary facilitating online marketplace service. Our site acts as the platform on which you can request for a ride, which amounts to service, in the execution of these terms and conditions. LERRO CABS disclaims, to the extent permissible under applicable laws, all civil, criminal and tortious liabilities that result out of the breach of driver/partner or operator in the course of providing the

service. Such breach may include deviation or contravention of applicable laws, terms of permits or license issued by the transport department as well as the reasonable duty of care from driver/partner owed to you.

16.2) Please avail services of LERRO CABS at your sole risk. The service is provided on an "as is" and "as available" basis.

16.3) Notwithstanding clause 21.2, we affirm that:

- Site of LERRO CABS will be constantly available;
- The information mentioned in our site is true, accurate and complete;

16.4) None of the content made available over the site amounts to advise of any kind.

16.5) LERRO CABS will contractually mandate that driver/partner or operator fulfils due obligations to you, but we will not be held liable for any loss or damages suffered by you owing to the failure of driver/partner or operator to provide you with the service, for any reason whatsoever.

16.6) It is expressly communicated by LERRO CABS that neither do we own the vehicles or employ the drivers, directly or indirectly.

16.7) We track the vehicles continuously through GPS, which are listed on our site, only for security purposes.

16.8) Your personal information will remain protected with us, and it may be shared under applicable laws. Your registration data and personal information may be used to a limited extent for the purpose of implementation of booking instructions. You are advised to peruse the privacy policy made available on our site regarding the use of information. LERRO CABS will not be liable for any consequence that may arise if you share your information with a third party entity, whether willingly or inadvertently.

17. PRIVACY AND SECURITY

17.1) LERRO CABS will take reasonable effort not to divulge trip details, registration data or other personal information that is provided by the customer, except as mandated by applicable law. It may also be used by LERRO CABS for booking instruction, to the extent necessary. Handling of your personal information will be strictly according to our privacy policy. We encourage you to peruse the privacy policy in detail, which is made available on the website of LERRO CABS. However, we will bear no liability for any adverse consequences arising out of such a situation, wherein you have willingly shared your personal information with any other third-party entity.

17.2) Customer acknowledges that the information that is provided to LERRO CABS, and which have been made available on the site or application, can be accessed by other users of the site or application.

17.3) Customer expressly consents to receive due communication from LERRO CABS on the registered e-mail id or phone number. You can be contacted through phone calls and/or SMS notifications. You hereby acknowledge that any communication so received by you, from LERRO CABS, will not amount to spam, unsolicited communication. It will also not violate customer's registration on the national do not call registry.

17.4) You are liable for the maintenance of confidentiality of the registration data provided by you and will be responsible for all transactions and activities that take place through your account, irrespective of whether such transaction is initiated by a third-party entity. Please remain alert about not sharing details of account along with the password to any third-party entity. Your account is non-transferable, and it cannot

be sold to a third party entity. LERRO CABS shall not be held liable for any loss that happens as a consequence of misappropriation of your account password by a third party.

17.5) It is possible that unauthorised users or hackers may post or transmit objectionable materials on the site or application, and the customer may be exposed to such objectionable content. Such unauthorised users or hackers may also obtain your personal information available on public forum owing to your usage of application or site of LERRO CABS. Such information may be exploited for harassment or to cause you injury. While LERRO CABS, in no way, approves such unauthorised use, but you duly acknowledge that LERRO CABS will not be liable for such use of information that has been publicly shared on the site or application, or on social media platforms of LERRO CABS.

18. COMMUNICATION AND NOTICES

18.1) Any notice or notification with respect to these terms and conditions that you may want to communicate to us must be made at support@lerrocabs.com. You may also consider writing to us at our registered corporate address 48 B Ram Krishna Path, Boring Rd, North Sri Krishna Puri, Patna, Bihar 800013.

18.2) It is expected that all your communication with LERRO CABS is strict of professional nature, without any sort of harassment, intimidation, threat or any promotional efforts

18.3) Customers are subjected to the privacy policy, which is made available on the site of LERRO CABS.

19. INDEMNITY AND LIMITATION OF LIABILITY

19.1) Customer will indemnify LERRO CABS and each of their affiliates (and their respective employees, directors, agents and representatives) from and against any and all claims, costs, losses, damages, judgments, penalties, interest and expenses resulting out of such use of services of the site of LERRO CABS that is in violation or contravention of the terms and conditions under this agreement.

19.2) The only recourse that you have in connection to a dispute is the cancellation of your account registered in the site. LERRO CABS will not be held liable for any indirect, consequential or incidental damage related to this agreement. This pertains to the exclusive remedy even when the possibility of such damage may have been communicated.

20. FORCE MAJEURE

LERRO CABS shall not be liable in failing to perform any obligation under these terms and conditions if the performance is delayed, obstructed, or prevented by a force majeure event. During such circumstances, our obligations will remain suspended in the course of the continuation of the force majeure event. In the context of this clause, force majeure event, as indicated under clause 1.12, will encompass any event that may arise owing to any occurrence that is beyond our reasonable control.

21. WAIVER

Any delay, failure or omission on our part to enforce or exercise any right or provision of these terms and conditions will not amount to a waiver of such right or provision. Moreover, waiver of a provision or right in any one instance cannot be interpreted to have created a bar or waiver of any remedy or right on future instances. Any claim with respect to services of LERRO CABS or terms and condition should be filed within 30 days from the cause of action. Any claim(s) filed beyond this stipulated period will be consequently barred.

22. COPYRIGHT COMPLAINT

LERRO CABS respect the intellectual property of other entities. In the instance that you determine that any content on our site or application constitutes copyright infringement, please bring the matter to our notice at support@lerrocabs.com.

23. REVISION OF TERMS AND CONDITIONS

23.1) LERRO CABS reserves the right to change any of these user terms or any policies or guidelines governing the services or the site at any time. You are advised to review these terms and conditions periodically for any revision or changes. Any modification will be effective upon posting of the changes on the site. An automated e-mail may be sent to you in your registered e-mail ID intimating about the changes made in this agreement.

23.2) Unless otherwise stated by LERRO CABS, revised terms and conditions will be effective immediately from the time it is posted on the site. Continued usage or access to the site subsequent to any revision will be deemed as your consent or acceptance of such revised terms and conditions. However, if you do not agree to the revised user terms, you should discontinue usage of our site or availing our services immediately.

24. CUSTOMER GRIEVANCE REDRESSAL POLICY

24.1) If you are unsatisfied with the quality of service(s) offered by LERRO CABS, or have any other grievance or complaints, please contact our customer care at customer@lerrocabs.com. With the non-resolution of your complaints or grievance, you may escalate the issue by reaching out to us at support@lerrocabs.com or write at our registered corporate address 48 B Ram Krishna Path, Boring Rd, North Sri Krishna Puri, Patna, Bihar 800013. You can call us at our helpline numbers – 8538910888/ 8538920888/ 8538946888 or reach out to us at our corporate office number – 7763800808.

24.2) We shall respond to all complaints lodged with us with 2 business days through e-mails, or telephone calls or personal visits and shall resolve your complaint expeditiously. For every complaint lodged, a complaint ticket ID will be generated. You can follow up the status of the enquiry of your complaint by citing your complaint ticket ID.

25. SEVERABILITY

If any part of these terms and conditions is found to be unenforceable and invalid pursuant to the applicable laws, then the unenforceable or invalid provisions will be considered to be superseded by an enforceable or valid provision that is consistent with the intent of the original provision, and the remainder of these terms and conditions will continue to be in effect.

26. GOVERNING LAW AND DISPUTE RESOLUTION

26.1) Any controversy, dispute or claim arising out of or relating to these user terms or the interpretation, validity, termination or breach thereof, including the claims for asserting or redressing rights under the applicable laws will be amicably settled in the corporate office of LERRO CABS at its registered address through mutual consent.

26.2) With the escalation of the dispute, the user terms and conditions as mentioned herein, shall be governed by and interpreted in accordance with the laws of India, and both the parties undertake that any

claim or controversy relating to or arising out of these terms and conditions mentioned in this agreement shall be adjudicated exclusively before a competent court in Patna, India only.