

SHIPPING AND DELIVERY POLICY

Effective Date:

Thank you for choosing white placard mobility private limited ("WPM"). As WPM operates a technology-enabled mobility and transportation platform, this delivery and shipping policy governs the provision of transportation services booked through our website, mobile application, and related platforms. For the purpose of this policy, "delivery" or "shipping" refers to the transportation service provided to users and not the shipment of physical goods.

1. Service Area

TUM-TUM (तुम-तुम) provides transportation services in locations where its platform is operational. Service availability may vary depending on vehicle availability, location, traffic conditions, operational constraints, weather conditions, and other unforeseen circumstances. Users may verify service availability through the WPM platform before placing a booking.

2. Booking Confirmation

A booking shall be deemed confirmed only upon issuance of a confirmation through SMS, email, application notification, or any other communication issued by **TUM-TUM (तुम-तुम)**. Users are responsible for ensuring that all booking details, including pick-up and drop-off locations, contact information, and travel requirements, are accurate. WPM shall not be liable for any inconvenience or delay resulting from incorrect information provided by the user.

3. Pick-Up and Drop-Off

The assigned driver shall arrive at the designated pick-up location at or around the scheduled time. Users are requested to be present at the pick-up point prior to the scheduled arrival time. Failure to report within a reasonable waiting period may result in cancellation of the ride and the imposition of applicable charges. The transportation service shall be deemed completed upon arrival at the destination specified during booking. Any request for a change in destination may be subject to driver's acceptance, operational feasibility, and additional charges.

4. Ride Details and Changes

Drivers shall ordinarily follow the most efficient and appropriate route to the destination. However, alternative routes may be adopted due to traffic conditions, road closures, safety considerations, weather conditions, regulatory directions, or other unforeseen circumstances. Any modification to the pick-up location, destination, route, vehicle category, or ride schedule may result in a revised fare and shall remain subject to availability and operational feasibility.

5. Fare and Payment

Ride fares are calculated on the basis of distance, duration, vehicle category, applicable taxes, tolls, parking fees, waiting charges, and other relevant factors. Any fare displayed at the time of booking shall be indicative unless expressly stated otherwise. The final fare may vary based on actual ride conditions. Payment may be made through UPI, debit cards, credit cards, net banking, wallets, cash (where available), or any other payment method enabled on the WPM platform.

6. Cancellation Policy

Users may cancel a booking through the **TUM-TUM (तुम-तुम)** platform or by contacting customer support. Cancellation charges may apply depending on the timing of cancellation, waiting time incurred, and operational costs already

incurred by WPM or the driver. WPM or the assigned driver may also cancel a booking due to operational constraints, vehicle breakdown, safety concerns, emergencies, or other unforeseen circumstances. In such cases, WPM shall make reasonable efforts to arrange an alternative ride where feasible.

7. Delays

Estimated pick-up and arrival times are provided for convenience only and do not constitute guaranteed timelines. WPM shall not be responsible for delays arising from traffic congestion, weather conditions, accidents, road closures, governmental restrictions, public events, or any circumstances beyond its reasonable control.

8. Safety and Conduct

Users are expected to comply with all applicable laws and follow reasonable safety instructions issued by the driver. WPM reserves the right to refuse, suspend, or terminate services where a user engages in abusive, unlawful, unsafe, disruptive, or inappropriate conduct that may affect the safety, comfort, or rights of drivers or other users.

9. Lost and Found

Users are responsible for ensuring that all personal belongings are removed from the vehicle at the completion of the ride. While WPM may assist in facilitating communication between users and drivers regarding lost items, WPM shall not be responsible for the loss, theft, damage, or recovery of any personal belongings left in a vehicle.

10. Customer Support

Users may contact WPM through the customer support channels provided on the Platform for assistance, complaints, feedback, refund requests, or service-related queries. WPM shall endeavour to address such requests within a reasonable timeframe.

11.Limitation of Liability

To the fullest extent permitted under applicable law, WPM shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or in connection with the use of its services. WPM's aggregate liability, if any, shall be limited to the amount paid by the user for the relevant ride.

12.Changes to this Policy

WPM reserves the right to modify, amend, or update this Delivery and Shipping Policy at any time. Any changes shall become effective upon publication on the Platform. Continued use of the platform following such publication shall constitute acceptance of the revised Policy.

Contact:- support@whiteplacardmobility.com