

Company Policies

The Company's terms and conditions of Cancellation and Refund policy must be agreed by the Customers.

CANCELLATION POLICY

The Company believes in helping its Customers as far as possible and has, therefore, a cancellation policy. Under this policy:

- The Company uses the RAMP Platform to provide services to its Customers.
- The Company raises invoices against services provided to the vehicles.
- The Customer is liable to pay the Company against the Invoice.
- Due to the nature of the business, there is no cancellation for services that have been rendered.
- The Estimate is prepared on the basis of visual inspection of the Vehicle, however, the actual cost of labour charges and repair required, etc. can only be ascertained after dismantling of the vehicle components and inspecting various parts for internal damage.
- It is required that confirming to carry out the job should be communicated to us within 3 days from the receipt of the estimate failing which garaging charges (maintenance and caretaking charges) of not less than Rs.500 /- per day would be charged to you. If the job is entrusted to any other firm/company, the surveying and estimating charges at 15% of the total value should be paid to us before the vehicle is removed from our works.
- Customer's vehicle property is received, stored and driven at customer's sole risk and the company accepts no responsibility for any loss, damage or delay due to any cause beyond our reasonable control including, but not limited to acts of manufacturers, Governments Strikes, Lockout, Fire, Explosion, Theft, Floods, Riot, Civil Commotion, malicious mischief go slow, bandh, non-availability of spare parts, or act of God. Under no circumstances shall we be liable for consequential damage.
- Worn out parts should be collected with the repaired unit, otherwise, they will be destroyed without any notice or any salvage value be allowed.
- All service charges are to be paid on or before the delivery of the vehicle. Delivery is given at our works where the work is carried out and any correspondence or queries must be taken up with that address.
- New parts once fitted on the vehicle will not be taken back.
- If the repaired unit/vehicle is not taken delivery and removed from our works within three days from the date of notification, garage charges at the rate of Rs.500/-per day will be charges.

- No guarantee attaches to the date of delivery. The company does not accept responsibility for the delay in carrying out repair or for the quantity of or delay in procuring replacement of spares from Manufacturer.
- Spare parts prices and labour charges are subject to revision without any intimation and the same shall be charged at the ruling rate on the date of delivery and shall be payable on demand.
- The warranty would void if the vehicle component, systems or assembly is being modified or replaced with other than fitted by OEM.
- I solemnly declare that I will be responsible for any loss/damage injury to vehicle/authorized person. While the car is in transit from the place of departure to the service station and returns thereof.

REFUND & CHARGEBACK POLICY

The Customer may make payment to the Company using the POS swipe machine or Payment Gateway. The Company engages the POS swipe machine service provider or Payment Gateway service provider to facilitate the service. The Company in no way engages itself in the processing of such payments. The Service Provider is responsible for payment processing and settlement. If a Customer raises a chargeback against a particular transaction the Company's Refund and Chargeback Policy shall apply.

- The Company shall be responsible to resolve all customer grievances including relating to chargebacks and refunds as may arise for the transactions within 21 days from the day any claims were formally made.
- The Company shall be the primary point of contact for all customer disputes.
- The Company shall facilitate all information as may be sought by Payment Gateway or POS swipe machine Service Provider in this regard for settlement of funds or for resolving customer disputes.
- STPL – the RAMP platform service provider shall assist in facilitating the facts associated with the customer dispute with the Company and Payment Gateway or POS swipe machine Service Provider.
- The Company shall not hold RAMP platform provider or POS swipe machine service provider or Payment Gateway service provider responsible for the same.

PRIVACY POLICY

This document is an electronic record in terms of Information Technology Act, 2000 and rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.

This Privacy Policy describes in brief the manner in which your data is collected and used by billing software (www.rampwms.com), Mobile App & Web App. You are advised to please read the Privacy Policy carefully.

WE WANT YOU TO

- Feel absolutely secure submitting information to us
- Contact us with your questions or concerns about privacy of your personal information.

WHAT INFORMATION IS, OR MAY BE, COLLECTED FROM YOU?

We do store the Sensitive Personal Data or Information (SPDI) about you.

- Customer Name- including first and last name
- Email id
- Phone no
- Mobile no
- Complete address with landmark, pin code
- State, Country Details
- Vehicle Details including but not limited to Registration no, model, colour, make etc.
- Details of the Driver if applicable
- Photographs of Vehicle if applicable
- Insurance information including the name of insurance company, policy type, expiry date etc. if applicable

HOW IS THE INFORMATION USED?

We use your sensitive personal information to:

- help us provide personalized features, offerings and products,
- to get in touch with you when necessary,
- to provide the services requested by you,
- to preserve social history as governed by existing law or policy.

DISCLOSURE POLICY IN COMPLIANCE WITH RULE 6 OF THE IT RULES 2011

The sensitive personal data or information may be disclosed, where the disclosure is necessary for compliance of a legal obligation.

We do not rent, sell, publish or share your sensitive personal data and we will not disclose any of your personally identifiable information unless:

- We have your permission
- Special circumstances such as compliance with subpoenas, court orders, requests/order from legal authorities or law enforcement agencies requiring such disclosure.

DISCLAIMER

We use the billing software (www.rampwms.com), Mobile App & Web App purely for business purposes. The Customer may make payment to the Company using the POS swipe machine or Payment Gateway facility.

YOU AGREE TO HOLD HARMLESS SHANROHI TECHNOLOGIES PRIVATE LIMITED, RAMP MOBILE APP & WEB APP, www.rampwms.com, POS SWIPE MACHINE SERVICE PROVIDER, PAYMENT GATEWAY SERVICE PROVIDER AND ANY OTHER SERVICE PROVIDER AND EACH OF ITS OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS FROM AND AGAINST ANY AND ALL CLAIMS, ACTIONS, DEMANDS, LIABILITIES, JUDGMENTS AND SETTLEMENTS, INCLUDING WITHOUT LIMITATION, FROM ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE OR ANY OTHER CLAIM YOU MAY INCUR, INCLUDING, WITHOUT LIMITATION, ANY ECONOMIC HARM, LOST PROFITS, DAMAGES TO BUSINESS, DATA OR PHONE SYSTEMS, OR ANY DAMAGES RESULTING FROM RELIANCE ON ANY CONTENT OR RESULTING FROM ANY INTERRUPTIONS, WORK STOPPAGES, PHONE OR TABLET FAILURES, DELETION OF FILES, ERRORS, OMISSIONS, INACCURACIES, DEFECTS, VIRUSES, DELAYS OR MISTAKES OF ANY KIND.