

Rental Agreement

User : The driver of the vehicle shall be considered as the user and all transactions will be executed between the user and The Scouter's Gaddi Buddies.

Documents Required

- The user must have a valid driving license issued by the Government of India.
- The user must submit his/her original **Aadhar Card** or any identity proof issued by the Government of India .
- The user must carry his/her original DL & Alternate ID proof at the time he/she takes possession of the vehicle.
- Documents issued by the government of India such as Voter ID, Driver's license etc. will be considered as valid ID proof only. PAN card will not be accepted as valid government Id Proof.
- If a user is unable to verify his/her identity, the booking shall be considered void by The Scouter's Gaddi Buddies.

Security Deposit

- The Scouter's Gaddi Buddies charge 1000 rupees as security deposit per vehicle.
- A security deposit of Rs 1000, Can be deduced by The Scouter's Gaddi Buddies against Damages to the bikes during users rental period, comprehensive of labour and additional charges.

Pickup Points

- The user can take possession of his/her vehicle from The Scouter's Gaddi Buddies.

- If a user opts for home-pickup, a charge of Rs.250 will be levied. The minimum duration of booking for home-pickup is 6 hours.

Return of Possession

- The user must return possession of the vehicle at the pickup point from which it had been hired.

Rental Period

- The Rental Period will be calculated from the time the user takes possession of the keys till they are returned to The Scouter's Gaddi Buddies representative at the pickup Point.
- Minimum booking duration for a bike is 1 hour.
- Charges will apply on the time period for which the vehicle has been booked by the user as per rates given by The Scouter's Gaddi Buddies.
- For **Motorcycles** it will be calculated from 12:00pm to 11:00 am next morning. Therefore, the minimum booking duration for motorcycles is 23 hours.

Fuel

- bikes are only provided empty tank (minimum fuel to reach nearest fuel station will be provided)
 - Fuel cost to be borne by the user
 - User will have to handover the vehicle with the same amount of fuel which was provided at the time of pickup. **A penalty of Rs 200 will be levied if the customer fails to do the same in addition to the cost of fuel difference between handover and drop-off.**

Penalty

- Penalty charges apply in case the user retains the vehicle beyond the rental period for which the vehicle has been booked by the user.
- Damage charges apply in case of damage to the vehicle, it depends on the severity of the damage
- Towing cost will be charged extra if needed.
- The user is liable to pay for any traffic rule violation.
- In the case of speeding beyond 80 Km/h, the user will be notified by SMS and a penalty of Rs. 500 will be levied for every offence. Maximum charges for over-speeding is Rs.1000
- In the case of loss/damage of vehicle accessories penalty charge will be levied as per MRP of the accessories.
- Cleanliness charges will be levied to the customer in case the vehicle is found to be dirty, will be assessed a 1 hour additional fee.
- More than one pillion rider is not allowed, if found, security deposit will not be refunded to the user.

Taxes

- Toll tax and other charges will be borne by the user.

Extension of Rental Period

- If the user wishes to extend the rental period, he/she can contact The Scouter's Gaddi Buddies.
- Please note extension of rides is possible only in the case when there is no subsequent booking. For extending beyond 6 hours, the user must make the payment before extension is approved. No discounts shall be offered on the extended period of time. Additional charges will be levied as follows:

Delay Charges

- A delay of 15 minutes over the rental period is permissible for the return of possession. In the case of further delay, (Rs 50 x late hours + double the hourly charges) for bikes .The charges for the time period of delay will be calculated as per usual rates. We are doing this to protect next user's ride experience.

Replacement Vehicle

- The Scouter's Gaddi Buddies shall provide a replacement vehicle in the case of vehicle failure. This is subject to vehicle availability.

License Validation

- The Scouter's Gaddi Buddies does not allow multiple users having the same license. In such cases, The Scouter's Gaddi Buddies reserves the right to cancel the booking. Additionally, on account of user behaviour, The Scouter's Gaddi Buddies can block certain licenses from booking. If a blocked user is found to have made a booking, the booking will be automatically cancelled. All cancellation charges will apply.

A user can be blocked in event of any criteria below -

- Over-speeding Above 100 kmph (Two incidents in total)
- More than 3 instances of damages
- Drunk driving case
- Due payment for more than 5 days
- Total Loss to the vehicle
- Major Damage more than 1

Terms & Conditions

1 USER

- (1.1) The driver of the vehicle shall be considered to be the user and all transactions will be executed solely between the user and The Scouter's Gaddi Buddies. The following agreement is between the user and The Scouter's Gaddi Buddies. The agreement governs the terms and conditions of usage of The Scouter's Gaddi Buddies services.
- (1.2) The Scouter's Gaddi Buddies reserves the right to make any necessary changes in the terms and conditions of the agreement without any prior notice. In the case of any alterations to the agreement, the user will be notified through on the The Scouter's Gaddi Buddies website.
- (1.3) It is considered that a user has read and agreed to the latest terms and conditions at the time of booking the vehicle. A booking is confirmed once the payment has been processed and any such payment is considered an agreement by the respective user to abide by the terms and conditions mentioned herein. In case a user is found to violate any criteria listed in this document, The Scouter's Gaddi Buddies may revoke his/her membership and/or refuse service without any prior notice.

2. REGISTRATION

- (2.1) It is mandatory for every user to register with a valid Driving licence. Users are responsible for providing and maintaining current email, cell phone, address, and other account information at the time of registration. A user will be permitted to book a vehicle only after he/she has obtained a registered account in the The Scouter's Gaddi Buddies.
- (2.2) The user must be minimum years of age and should have a valid driving license issued by the concerned regional transport office. However, certain vehicles are provided at the minimum age of 20. The Scouter's Gaddi Buddies retains the right to

refuse membership to any applicant, even if he/she satisfies the above criteria. Granting of membership is solely on the discretion of The Scouter's Gaddi Buddies.

- (2.3)** The Scouter's Gaddi Buddies vehicles should be driven only by The Registered users. If a person is not registered on The Scouter's Gaddi Buddies as an active user, he/she will not be allowed to drive the vehicle.
- (2.4)** A user is not allowed to create multiple accounts with same driving license. The Scouter's Gaddi Buddies retains the right to cancel membership and ride if a user is found to be using same driving license for creating multiple accounts.

3. PERSONAL INFORMATION AND DOCUMENTS

- (3.1)** The user must submit his/her Aadhar card on The Scouter's Gaddi Buddies pick up point . Only Documents issued by the Government of India such as Original Driver's license, Aadhaar card, Passport, etc. will be considered as valid ID proof. PAN card will not be accepted as valid government Id Proof.
- (3.2)** If a user is unable to verify their identity, the booking shall be considered void. The user must present their Original Driving License to the authorised The Scouter's Gaddi Buddies Staff at the pickup point. The possession of vehicle will not be granted to a user in case he fails to meet the above requirements.
- (3.3)** A photograph(s) of the user and the documentation that they provide will be taken at the time of vehicle pick-up, for security purposes. This is to avoid cases of fraud & theft. These photographs will not be shared with any third parties and will only be used for identifying the user under the purview of the trip that they take with The Scouter's Gaddi Buddies.

4. TERMS OF VEHICLE USE

- (4.1)** The Scouter's Gaddi Buddies vehicles are solely for the purpose of personal use. The vehicle cannot be used as a taxi or for transporting people for monetary gain. The Scouter's Gaddi Buddies vehicles cannot be used for races, exhibitions and/or any contests. The Scouter's Gaddi Buddies vehicles cannot be used for towing, pushing and/or propelling another vehicle or object.
- (4.2)** The Scouter's Gaddi Buddies vehicles cannot be used by a person under the influence of (a) Alcohol and/or (b) Any mind altering substance which can impair the user's ability to drive. Use of narcotic substances is strictly prohibited. If a user is found to be under the influence of these substances, The Scouter's Gaddi Buddies will not grant possession of the vehicle to the user. The booking fee will be reimbursed to the user's account as per The Scouter's Gaddi Buddies's Refund Policy and the user can be blocked from making any bookings with The Scouter's Gaddi Buddies. In case users consume alcohol after the ride has started and gets into any unexpected events the User will be solely responsible for all outcomes thereon (Insurance liability, third party damages, self damages, police involvements etc).
- (4.3)** Users will not be allowed to carry the following items on the vehicle: Weapons or any sharp or inflammable object which may cause damage to the vehicle or endanger human life. Any item/object whose possession has been deemed illegal by the Indian Penal Code. Any item or object which compromises the stability, safety or performance of the vehicle and/or the passengers. The Scouter's Gaddi Buddies holds the right to refuse a booking if the user is found to possess any of the above items. The vehicle will not be used in a negligent or abusive manner. In the case of non-compliance, appropriate actions may be taken against the user by the concerned authorities.

(4.4) The Scouter's Gaddi Buddies vehicles can be used only in the Republic of India. Use of the vehicles is subject to the laws of India. The vehicle cannot be driven in areas where entry is prohibited by the central or state government. The user must ensure that the number of passengers in the vehicle does not exceed the seating capacity of the vehicle. In case of non-compliance, the entire sum of security deposit will be retained by The Scouter's Gaddi Buddies. The vehicle cannot be used for any activity which is deemed illegal by the Indian Penal Code. The terms of vehicle use listed above are non-exhaustive. Any activity judged inappropriate by The Scouter's Gaddi Buddies in its sole discretion will be deemed as a violation of agreement. Illegal use of the vehicle will be reported to the concerned authorities by The Scouter's Gaddi Buddies followed by the suspension or termination of service immediately.

5. BOOKINGS

(5.1) All bookings have to be made solely by the registered user well in advance and prior to pick up. Bookings are processed by our system automatically on a first come first serve basis. The Scouter's Gaddi Buddies does not guarantee the availability of any particular vehicle at any given time. Vehicle availability is dynamically updated in our system to reflect real-time changes.

(5.2) An extension to the rental period of the vehicle will be granted subject to availability. The charges for the extension period will be applicable as per normal rates given.

(5.3) All expenses incurred during the rental period on the vehicle such as parking fee, fine, challans etc. will be borne by the user.

6. VEHICLE PICK UP AND RETURN

- (6.1)** The user can collect the pre-booked vehicle from the designated The Scouter's Gaddi Buddies parking after verifying his/her identity and on completing the requisite paperwork. Booking time is calculated from the moment, the user gains possession of the vehicle's keys. Prior to taking possession, it is the User's responsibility to inspect the vehicle carefully. In the event of any damages or malfunction, the user should inform The Scouter's Gaddi Buddies immediately.
- (6.2)** It is the responsibility of the user to return the vehicle in the same condition as at the time of pickup. In case the interior and/or the exterior of the vehicle is found to be soiled and/or damaged, cleaning charges and/or penalty will apply depending on the extent of the damage, to be decided by The Scouter's Gaddi Buddies after the ride has ended.
- (6.3)** The Scouter's Gaddi Buddies requests its users to kindly check all the features of the vehicle. In the event of any queries, the user is free to contact a The Scouter's Gaddi Buddies official. In case the user is dissatisfied with the performance of the vehicle, he/she must inform a The Scouter's Gaddi Buddies official at the time of pickup. In such an event the user will be provided an alternate vehicle of his/her choice as per availability. In case no alternate vehicles are available, the booking deposits will be reimbursed to the user.
- (6.4)** In order to return possession, the user must hand over the keys of the vehicle to a The Scouter's Gaddi Buddies employee at the designated parking space. If the keys are not returned, The Scouter's Gaddi Buddies will consider that the user is yet to return possession and the user will be billed accordingly. The vehicle must be returned at the authorized The Scouter's Gaddi Buddies pickup point only. In case the user fails to return the vehicle on time for any reason whatsoever, penalty charges will apply accordingly.

7. SAFETY

- (7.1) The Safety of The Scouter's Gaddi Buddies users and passengers is a top priority. All vehicles are examined periodically in order to ensure that they are in compliance with India's vehicle safety standards.
- (7.2) The Scouter's Gaddi Buddies expects its users to ensure the following to help us avoid safety issues: (i) The user must ensure that all passengers wear helmets. (ii)The number of passengers must not exceed the seating capacity of the vehicle. The Scouter's Gaddi Buddies reserves the right to fine or block a user due to non-compliance of the above.
- (7.3) The Scouter's Gaddi Buddies is not responsible for any accident and/or injury caused to the driver and/or any of the passengers due to personal negligence or negligence of the driver.If an accident occurs,FIR/NOC will be required from the customer.Additionally,driver's original driving license will be held for insurance claiming purpose,which will be returned completing the legal procedure.

8. SECURING THE VEHICLE

- (8.1) The user is responsible for the security of the vehicle. The user is held liable to ensure that the vehicle is adequately protected from expected adverse weather conditions and is parked in areas taking appropriate precautions to avoid any untoward incidents.
- (8.2) In the event of theft, the user must report the incident to The Scouter's Gaddi Buddies immediately and file a complaint at the nearest police station. The user will be held responsible for any discrepancy or misinformation if any in the filing of the complaint and appropriate action may be taken by the concerned authorities, legal or otherwise.

- (8.3) The user must ensure the safety of all equipment in the vehicle which has been provided by The Scouter's Gaddi Buddies. In case any equipment is misplaced by the user, he/she will be charged for the same at the discretion of The Scouter's Gaddi Buddies.
- (8.4) The user is responsible for the safety of their belongings. Any item, electronic device or personal belonging left in the vehicle will be returned to the user (if found) after due verification. The Scouter's Gaddi Buddies however does not guarantee the return of any items left behind.

9. REFUND & REIMBURSEMENT

- (9.1) The Scouter's Gaddi Buddies is not liable to reimburse any expenses borne by a user due to cancellation of any third party associated plans that are not connected with The Scouter's Gaddi Buddies or the services provided by The Scouter's Gaddi Buddies; due to any vehicle breakdown, accident, damage or issues caused due to the vehicle or service.
- (9.2) The user will be given a refund When a booking is cancelled by The Scouter's Gaddi Buddies due to unavailability of vehicles:

At times when we are unable to provide a vehicle for a booking due to reasons such as accident, damage, service, late handover by previous user etc.; we will process a full refund of the entire amount of the booking back to the original method of payment. The refund will be processed within a maximum timeframe of 7-9 working days.

10. CLEANLINESS and MAINTENANCE

- (10.1)** The Scouter's Gaddi Buddies conducts periodical checks on vehicle performance and ensures that hired vehicles are clean. The Scouter's Gaddi Buddies expects its users to help us maintain our standards of cleanliness. The user must ensure that the vehicle is not soiled while returning possession.
- (10.2)** Use of tobacco or any tobacco based product on the vehicle Users will be penalised in case ash, spit marks or remains of chewing gum are detected on the vehicle at the time when possession of the vehicle is returned.
- (10.3)** Burning of any substance around the vehicle is strictly prohibited. This is not limited to but includes cigarettes, incense sticks or any form of medication/drugs.
- (10.4)** The Scouter's Gaddi Buddies reserves the right to block, penalise, fine the user at our own discretion in event of non-compliance of the above.

11. BREAKDOWN OR MEMBER FAILURE

- (11.1)** In the event of vehicle breakdown or member failure, the user should inform The Scouter's Gaddi Buddies immediately. In case the vehicle cannot be repaired at the location of breakdown, a replacement vehicle will be provided by The Scouter's Gaddi Buddies, subject to availability within 20kms radius of The Scouter's Gaddi Buddies pickup points.
- (11.2)** The user will have to bear the expenses of towing, repair and other costs if a replacement vehicle is not available or Road Side Assistance(RSA) is unable to resolve the issue or the breakdown is due to customer negligence.

(11.3) For any issues that the user experiences with the vehicle mechanical/electrical condition, we urge the user to bring it to our attention by informing our Customer Contact Centre or our Fleet Executives. Issues that are brought to our attention within 10 kms of the ride start point will be duly noted and hence considered as a valid issue with the vehicle. Issues that are brought to our attention or informed of beyond 10 kms of the ride start point will be considered to have occurred due to negligent, harsh, rash, incorrect use of the vehicle by the user as member failure and will not be entertained. Issues with engine components, particularly that of clutch, will be noted only if brought to our attention within 10 kms of the ride start point.

(11.4) This list is non-exhaustive due to the variability in issues caused as part of any vehicle and The Scouter's Gaddi Buddies reserves the right to deny claims of reimbursement for issues stemming due to member failure as defined above.

12. TRAFFIC RULES VIOLATION AND OTHER INCIDENTS

(12.1) It is the responsibility of the user to inform The Scouter's Gaddi Buddies in case of any incident which has caused damage to the vehicle and/or any public or private property or any incident which has caused injury to individual(s) and/or animal(s). It is mandatory for the user to file a police report in such an event regardless of liability or fault.

(12.2) In such an event the user must provide the following details to The Scouter's Gaddi Buddies: Name, address and the license number of the user driving the vehicle at the time of the incident. Name, address and contact number of witnesses (if any). Circumstances of the incident describing the immediate environment of the incident and position of the vehicle prior to the incident. In the event of any lawsuit, users are expected to assist the authorities with investigations (if any). In case any lawsuit

against a user is proved in the court of law, The Scouter's Gaddi Buddies reserves the right to revoke membership of the individual.

(12.3) The user is responsible for traffic rule violations (if any). This includes but is not limited to wrong parking, over speeding, breaking red light at a crossing and toll violations. The user is liable to pay any penalty charges involved. In the event of toll violation, the user is must inform The Scouter's Gaddi Buddies immediately. If The Scouter's Gaddi Buddies learns of such an event from a third party, the user will be informed though an e-mail. The user must bear the relevant fine to the concerned authority and submit a proof of compliance to The Scouter's Gaddi Buddies. In case the user has prior knowledge of such violations, The Scouter's Gaddi Buddies is not obligated to inform the user. The responsibility of any unreported traffic rule violation rests solely with the user and The Scouter's Gaddi Buddies will not bear any responsibility whatsoever.

(12.4) In case of any accident/total loss of the vehicle, it is mandatory that the user provides an NOC to The Scouter's Gaddi Buddies obtained from their local RTO, which issued the user's license, stating that the user was not involved or associated with any such incidents that occurred previously in any manner and that the user was not involved in any such accidents or has any registered complaint against them for the same.

13. INSURANCE AND LIABILITY

(13.1) Member deductible obligation If a user is in compliance with the Terms and Conditions of the The Scouter's Gaddi Buddies, the company shall provide primary liability protection, which is the extent of claims / liabilities covered by The Scouter's Gaddi Buddies's vehicle insurer, on The Scouter's Gaddi Buddies vehicles for claims and/or liabilities arising out of the use or operation of the vehicle by the Member. User will be responsible for any associated deductible personally attributable to the user.

- (13.2) If it is determined that losses will exceed the user's coverage as provided by The Scouter's Gaddi Buddies, the user will be responsible for excess charges. The Scouter's Gaddi Buddies does not take responsibility of theft or damage to the user's or any third party's belongings. In case of annulment of the Insurance policy due to user's negligence, rash driving or any such incident, user has to pay the showroom repair cost of the vehicle.
- (13.3) Liability protection applies only to claims of third party bodily injury, death or property damage, other than to the vehicle, arising from the use of The Scouter's Gaddi Buddies vehicle as permitted by this agreement and applicable law. Such protection excludes any claim made by the user or the user's immediate family members who live with the member or are travelling with the member at the time of the incident.
- (13.4) The user indemnifies and holds The Scouter's Gaddi Buddies, its parent and affiliates and their respective directors, officers, employees, shareholders, agents, attorneys, assigns and successors-in-interest, harmless for all losses, liabilities, damages, injuries, claims, demands, costs, attorney fees and other expenses incurred by The Scouter's Gaddi Buddies (A Loss) arising from: The use or possession of a The Scouter's Gaddi Buddies vehicle by a user. The user's non-compliance with this agreement.
- (13.5) This Agreement is intended for the benefit of Member and The Scouter's Gaddi Buddies and no other party may claim rights hereunder, whether as a third-party beneficiary or otherwise. Under no circumstances will The Scouter's Gaddi Buddies be liable to any third party for indirect, incidental, special or consequential damages arising from or related to this agreement or use of The Scouter's Gaddi Buddies vehicle and service.

14. LEGAL DISPUTES AND CONFLICTS

The courts of Anand, Gujarat, India have the sole and exclusive jurisdiction in the event of any legal dispute or conflict between The Scouter's Gaddi Buddies and its users arising from the services of The Scouter's Gaddi Buddies. The user must pay The Scouter's Gaddi Buddies's attorney fees and bear the cost of legal proceedings relating to this agreement, including appeals. A user must immediately notify and deliver to The Scouter's Gaddi Buddies every summons, complaint, document, or notice of any kind received by the user in any way relating to an accident, theft, or other circumstances related to the The Scouter's Gaddi Buddies vehicle.

15. SEVERABILITY AND INTEGRATED AGREEMENT

If any term, provision, covenant or condition of this Agreement is held invalid or unenforceable for any reason, the remainder of the provisions will continue in full force and effect as if this Agreement had been executed with the invalid portion eliminated. The Parties further agree to substitute for the invalid provision a valid provision that most closely approximates the intent and economic effect of the invalid provision. This Agreement, together with the User Guide, Trip Process, member application, Fee Policy / Rate Schedule, and any applicable consent forms, along with any amendments hereto, encompasses the entire agreement between user and The Scouter's Gaddi Buddies, and supersedes all previous understandings and agreements between the user and The Scouter's Gaddi Buddies. The user acknowledges and represents that he or she has not relied on any representation, assertion, guarantee, warranty, collateral contract or other assurance, except those set out in this Agreement, made by or on behalf of any other party or any other person or entity whatsoever, prior to the execution of this Agreement.

16. FEE POLICY

(16.1) Conditions

Rental charges will apply on an hourly basis. However, it is applicable on daily basis for Motorcycles. Time between 0 to 59 minutes shall be considered by The Scouter's Gaddi Buddies as a complete hour and the rental charges will be calculated accordingly. E.g. If a user books a vehicle for 3 hours 15 minutes, the booking duration will be considered as 4 hours for the calculation of rental fees.

17. TAXES and EXPENSES

The Scouter's Gaddi Buddies retains the rights to change rental rates at any point of time. Please refer our latest rates for more information.

18. PENALTY

(18.1) In the case of speeding beyond 80 km/h in case of activa and dio and 100 km/h in case of bikes, the user will be notified by SMS and a penalty of Rs. 500 will be levied for every offence. Maximum charges for over-speeding is Rs.1000.

(18.2) If a customer is found drunk at the time of drop , Rs.1000/- fine will be levied along with the damage cost. Also, the customer will be liable for the complete damage repair cost.

(18.3) If customer drops the vehicle at any other location, apart from the pickup location, Rs.1500/- will be fined. Additionally, overtime charges will be fined if another booking coincides with the booking

- (18.4) Smoking is strictly prohibited in and around the vehicle. Penalty of Rs.1000/- fine will be charged,if found guilty.
- (18.5) A delay of 15 minutes over the rental period is permissible for the return of possession.In the case of further delay, (Rs 50 x late hours + double the hourly charges) will be charged .The charges for the time period of delay will be calculated as per usual rates given. We are doing this to protect next user's ride experience.
- (18.6) The Scouter's Gaddi Buddies shall bear no penalty imposed on the vehicle due to negligent driving on part of the user.
- (18.7) Parking challans, if any will have to be borne by the user.
- (18.8) In the event of any traffic rule violation or parking fine, the member must inform The Scouter's Gaddi Buddies immediately. The Scouter's Gaddi Buddies may ask for a copy of the challan in such an event.
- (18.9) If the user damages or misplaces any attachment or accessory provided with the vehicle, The Scouter's Gaddi Buddies reserves the right to charge the appropriate amount from the user.
- (18.10) A fine of Rs. 500 will be levied from the customer if the number plate is found damaged.
- (18.11) If the user has incurred any dues over and above that of the initial booking amount when dropping off the vehicle at the drop off site location and is unable to settle the dues at that time, then the user will have to sign a declaration provided by us promising to settle the dues and leave the original documents of license, government ID, etc. as surety. The documents can be collected by the user from the site location once dues have been settled.

- (18.12) In the event of user having any penalties/dues outstanding with The Scouter's Gaddi Buddies, The Scouter's Gaddi Buddies reserves the right to charge reminder fees and default interest. The Scouter's Gaddi Buddies also reserves the right to utilize third parties for the recovery of dues from a user.
- (18.13) The Scouter's Gaddi Buddies reserves the right to prohibit a user from booking any rides until all dues associated with the user account have been paid to The Scouter's Gaddi Buddies in full.
- (18.14) Please refer to our Damage Charges section for more detailed information regarding penalties and damage charges applicable as per policy.
- (18.15) The user would be charged with a penalty in case any accessory such as tools or documents, belonging to The Scouter's Gaddi Buddies is found missing during the end ride.
- (18.16) Pets are not allowed in The Scouter's Gaddi Buddies vehicles. A fine of Rs. 500 will be levied In such cases.

19. DISPUTE MANAGEMENT

- (19.1) In case of dispute raised by a user, the The Scouter's Gaddi Buddies confirms if the user has used the service. If the service was not used, we track the payment with our payment partner and a full refund is initiated. If the payment is not captured at our end, we contact the payment partner to process the full refund for the user.
- (19.2) The Scouter's Gaddi Buddies reserves the right to change the terms and conditions mentioned herewith. Notice of such changes will be intimated to the user in a timely manner. Such intimation shall be considered discharged when available and accessible from our The Scouter's Gaddi Buddies website.

20. AADHAR E-SIGN

- (20.1) By submitting Aadhaar number to The Scouter's Gaddi Buddies India, you hereby authorize The Scouter's Gaddi Buddies to collect, encrypt, store and authenticate your Aadhaar number and demographic details (Information) against UIDAI database by itself or via NSDL e-governance Infra Ltd, an Authentication User Agency duly licensed by UIDAI via Digio.in before updating your account.
- (20.2) The Scouter's Gaddi Buddies will use your aadhar number to verify your identity.
- (20.3) The Scouter's Gaddi Buddies may use your demographic and biometric/OTP (Or any similar authentication mechanism) information for the purpose of Aadhar based authentication/e-KYC and e-sign.
- (20.4) The Scouter's Gaddi Buddies may share the Aadhaar data with government law enforcement agencies in case of any legal case/theft etc.
- (20.5) The Scouter's Gaddi Buddies stores your aadhar verified details in encrypted form and in no manner has the access to your real aadhar number. Only you can see your aadhaar number in your profile.