

## **TERMS OF USE**

[www.rabbitautocare.com](http://www.rabbitautocare.com) , [www.rabbitautocare.shop](http://www.rabbitautocare.shop) , [www.rabbitautocare.in](http://www.rabbitautocare.in) (“We/ Website”) is owned by RBTX Nexus Private Limited having its registered office at Indira Colony, Thanesar, Kurukshetra, Haryana - 136118. We are incorporated under the Companies Act, 2019 and also under the MSMED Act, 2006.

By using the website, you are either impliedly or expressly accepting and agreeing to the terms of use of this website along with all other policies, as amended from time to time at your own risk and with your own free will. Your use of the website shall be governed by the terms and conditions mentioned hereunder. By using the website, you shall be contracting with RBTX Nexus Private Limited. Further, this document constitutes an electronic record between the user and the website.

### **TEMINOLOGIES :**

1. The term ‘User’ herein includes any person who is above 18 years of age and engages on this website by making a purchase. This website is not directed towards ‘minors’.
2. The terms “You” hereinafter is referred to the user and “website/us/We/our/platform” is referred to the [www.rabbitautocare.com](http://www.rabbitautocare.com), [www.rabbitautocare.shop](http://www.rabbitautocare.shop) and [www.rabbitautocare.in](http://www.rabbitautocare.in) .
3. ‘Products’ refer to the items listed for sale on the website.
4. ‘Document’ refers to the present terms of use.

### **LIMITATIONS :**

5. This contract shall only be limited to the user of the website and does not create any contract between any person with whom the product is further shared or sold or gifted by the user.

6. The products on the website are inedible and hence, strictly not consumable. Further, it is advisable to keep them away from children. The products are made of various chemicals and hence, may also cause skin allergy and therefore, it is advisable to strictly avoid any kind of skin contact. We are under no obligation if any injury or loss or any other kind of allergy etc., is caused due to usage of the products. Further, we shall not be responsible for any discoloration or if it affects the shine or paint of the vehicle or damage it in any other manner.

#### **SERVICES OFFERED :**

7. We deal in the sale of car accessories. The products include car, shampoo, interior and exterior polishes, car wax and paint compounds, car cleaners, gas cleaners, windshield washer, ac cleaner, car dressers, microfibres, detailing kits and products and many more related products.
8. The website offers purchasing of car accessories and other vehicle accessories through the platform. We sell on this website exclusively and no other platform.
9. We offer only the sale of our products and do not offer any other mechanical or functional services.
10. We are available from 10 a.m. to 5 p.m. from Monday to Friday, Saturday and Sunday shall however be non-working. The user can write to us at [help@rabbitautocare.com](mailto:help@rabbitautocare.com) or he can chat his way through the chatbox available on the website, in case of any query relating to the product or transaction or the usage of the website. We usually take 1-5 working days to reply.
11. We offer our products to commercial and non-commercial users i.e. business to business or direct to user.

#### **CONTENT ON THE WEBSITE :**

12. We use photographs, description, usage, audio and video of the products along with its pricing, guarantee and warranty period, refund and exchange

period, delivery time etc. The quantity of products intended to be purchased can also be adjusted by the user.

13.The photographs/images can be for descriptive purposes only and the actual product may not look the same.

14.There may be third party links or advertisements on the website. We are strictly not liable or responsible for their services, products, policies or their contents or accuracy or any other transaction done on their platform.

#### **PERSONAL AND OTHER INFORMATION :**

15.When the user makes a purchase on the website, you shall be mandatorily sharing your data and information including your full name, correspondence and shipping address, phone and whatsapp number, billing address, email address besides the non-personal information.

16.The information shared with us is regulated by our privacy policy which can be accessed [here](#).

#### **TRANSACTION POLICY :**

17.We reserve the exclusive right to decide and reserve our pricing, discounts, returns, exchange, guarantees, warranties and offers and change it without any notice. The actual selling price of the products shall be computed at the time of placing the order, which shall include the taxes, delivery charges, platform fees and discounts. It may also include any other optional charge visible at the time of computation.

18.The purchase shall be governed by cancellation policy, return policy, exchange policy etc., which can be accessed [here](#) (Share the link).

19.The products on the website can be purchased through payment gateway 'Razorpay'.

20.The payment transactions shall be routed through and governed by the policies of Razorpay and we shall not be liable in any case to any failure, delay, decline, lack of authorisation, or any other issue arising out of the financial transaction etc.. All the payment transactions on the website shall

be in Indian rupees. We would not be constrained to act as mediator between the user and the payment gateway platform 'Razorpay' in case of any financial dispute.

21. The user shall furnish a copy of his PAN card within 3 business days to the website in case of a transaction of more than two lakh INR, only post which their order will be dispatched. The money will be refunded as per the refund policy in case of non-compliance. The PAN card shall reflect the same details as provided by the user to the website and is required to be submitted only once per user.
22. We may offer discounts on one or more of our products. The discounts may also be available if multiple products are purchased at one time or on specific value of the order. The discounts and coupons shall be checked and used at the time of placing the order. The discount shall be available only if applied by the user. The discounts and coupons and their value shall be at our sole discretion. The discount and coupon price shall be computed without the taxes applicable.

#### **COMMUNICATIONS AND FEEDBACK :**

23. In case of any question or dispute or query or feedback or for any other issue relating to the website or product or company, the user can contact us in the following ways :
  - a. The user can write and post to us on our registered address of the company as mentioned hereinabove.
  - b. The user can email us at [help@rabbitautocare.com](mailto:help@rabbitautocare.com)
  - c. Our grievance officer Neha Sharma can be reached at 94670-47525.
  - d. The user can also message us on our chatbox available on the website.
24. We usually address and reply within 1-3 working days.
25. The user agrees that its comments or feedback etc will not be libelous or non-proprietary, abusive, obscene, misleading etc..
26. We shall not be responsible for any comment posted on the website.

## **MANUFACTURING OF PRODUCTS :**

27. We don't manufacture our products by ourselves but the same is done through Maa Chemicals, Thanesar, Kurukshetra - 136118. We control and supervise the manufacturing process of our products however.

## **SHIPPING AND COURIER SERVICES :**

28. The shipping and courier services are a part of our shipment, return, refund, and exchange policy and the same shall form a part of the terms of use, which is not reproduced here for the sake of brevity. The said policy can be accessed here. (Share the link)

## **PRIVACY POLICY :**

29. We value the privacy of our users more than anything else. Our privacy policy (link) shall form a part of this document.

## **COPYRIGHT :**

30. The content, graphics, design, images, product, privacy policy, and the present policy

## **FRAUDULENT ACTIVITY AND RIGHT OF REFUSAL :**

31. The website reserves the exclusive unilateral right to restrict, block, terminate or suspend your terms of use and take legal action any user who it considers is using the website for any kind of fraudulent or unlawful activity.

32. Fraudulent or unlawful activity shall include any use of spyware or malware programs, hacking the website, using robots or similar programs or modules on the website and such other similar unethical activities.

33. We reserve the right to refuse our services for any other reason whatsoever.

## **OPEN AI : (usage)**

34. We also use open AI to reply to your queries and messages etc. This is a computer generated program and can not be absolutely qualified to provide accurate information, response or answer to the query or question but is merely used for being user friendly. Therefore, the information supplied

cannot be absolutely relied upon. Users are advised to communicate directly with us, if necessary and required.

**JURISDICTION AND GOVERNING LAW :**

35.The website and terms shall be governed by the laws applicable in India and shall be subject to the jurisdiction of Kurukshetra, Haryana, unless specifically provided otherwise under any law for the time being in force.

36.The user shall be restricted to invoke any legal action against the website or Company before bringing it to the notice of the Company and giving a reasonable time frame to resolve the issue or query.

**SEVERABILITY :**

37.In case any part of this document is found to be void or unenforceable or unlawful, it shall have no effect on the rest of the document unaffected by it.

**WAIVER AND ENTIRE AGREEMENT :**

38.The failure to enforce or exercise any term or clause of this document shall not be construed as waiver of such term or right or clause. Further, this document shall constitute the entire agreement between the user and the website.