

White Carbon 2-Wheeler EV Rentals - Customer Guide

Company Overview:

White Carbon is an industry-leading provider of advanced electric vehicle rental solutions.

They leverage state-of-the-art technology to offer secure registration, real-time tracking, smart fleet management,

and responsive customer support. Committed to sustainable mobility and innovation, White Carbon ensures a safe,

reliable, and eco-friendly travel experience for urban commuters.

1. Getting Started

- Registration & Login:

Begin by registering an account on our website/app. Provide your name, email, and phone number and set a secure password.

If you already have an account, simply log in using your credentials.

- KYC Verification:

After logging in, complete the KYC process by filling in your personal details and uploading valid government-issued IDs.

Complete the biometric verification using a selfie or live video to match your ID.

- Wallet Setup:

Add funds to your in-app wallet. A minimum wallet balance is required to book a ride.

This balance is used as a deposit to cover potential damages or extra charges.

2. Booking a Ride

- Ride Booking Process:

Log in to your account and ensure your wallet has the required minimum balance.

Enter your starting stop and destination stop, specify the desired duration for the ride, then confirm your booking.

- Pricing Overview:

A fixed base rental fee of rupee 50 covers the first hour.

Additional charges of rupee 10 per extra hour apply after the initial period.

A grace period is provided at return before extra fees are deducted.

3. Damage Charges

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In case of any damage during your ride, the following charges may apply:

- Broken headlight: rupee 300
- Scratches: rupee 150-500 (depending on severity)
- Tire puncture: rupee 100
- Battery issues: rupee 500 plus an inspection fee
- Windshield crack: rupee 250
- Brake malfunction: rupee 200
- Handlebar damage: rupee 150

4. Return Procedure

- How to Return the Vehicle:

Once you reach your destination, park the vehicle in a designated area.

Open the app and select the "Return" option to end your ride.

If you exceed your booked duration, additional charges will be deducted from your wallet.

- Late Return Charges:

A short grace period is allowed. Beyond that, extra fees are charged in increments (e.g., rupee 7 per 5 minutes late).

5. Contacting Customer Support

- In-App Chat:

Use the "Help" or "Chat" option in the app for instant assistance.

- Email:

Reach out at support@whitecarbon.com.

- Phone:

Call our customer support hotline at [Your Support Number].

6. Traffic Violations

- Any traffic challans incurred during your ride will be automatically deducted from your wallet.

You will receive a notification with the details. If needed, disputes can be raised via customer support.

7. Frequently Asked Questions (FAQ)

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1. How do I sign up and complete the KYC process?

- Register with your email/phone number and complete the KYC steps by uploading your ID and a selfie.

2. What funds do I need to have in my wallet?

- A minimum wallet balance is required; this balance is also used as a deposit.

3. How do I book a ride?

- Log in, enter your starting and destination stops along with the ride duration, and confirm the booking.

4. What happens if I damage the vehicle?

- Damage charges (as listed above) will be deducted from your deposit.

5. How does the return process work?

- Park the vehicle at your destination, select "Return" in the app, and any extra time fees will be deducted.

6. How is a traffic challan handled?

- Any fines are automatically deducted from your wallet; contact support if you have any concerns.

7. What if my ride is delayed?

- A grace period is provided; fees are charged for delays beyond the allowed time.