Conditions and Terms

(Towride Users)

1. Service Availability

Towride services are available within designated service areas and during specified operating hours, as outlined by the company.

1. User Eligibility

Users must meet the legal age requirement and possess a valid driver's license or be accompanied by a licensed driver to utilize Towride services.

1. Vehicle Eligibility

Vehicles requesting towriding assistance must be in compliance with local regulations and standards, and users must provide accurate information about the vehicle's make, model, and condition.

1. Service Requests

Users can request towing, roadside assistance, or other services through the Tow&Ride mobile application, website, or hotline, providing necessary details about their location, vehicle issue, and service preferences.

1. Service Fees

Users agree to pay applicable fees for Towride services, which may vary depending on the distance towed and ridden.

1. Payment and Billing

Payment for Towride services is processed through secure and convenient methods, including credit/debit cards, digital wallets, or other approved payment options. Users are responsible for ensuring timely payment of all incurred charges.

1. Liability and Insurance

Towride assumes no liability for any damage, loss, or injury resulting from the use of its services, and users are encouraged to maintain appropriate insurance coverage for their vehicles and personal well-being.

1. Safety and Security

The ride system company prioritizes the safety and security of its users and drivers, implementing measures such as driver background checks, vehicle tracking, and incident reporting mechanisms to mitigate risks and ensure a safe experience for all parties involved.

1. Professional Conduct

Towride operators are expected to adhere to professional standards of conduct, including prompt response times, courteous customer service, and safe handling of vehicles and equipment.

1. Privacy and Data Security

Towride respects users’ privacy and protects personal information in accordance with applicable data protection laws and its privacy policy, ensuring the confidentiality and security of user data.

1. Feedback, Ratings and Complaints

Users and drivers are encouraged to provide feedback and ratings, report any concerns or complaints on their Towride experiences, and the company commits to addressing and resolving such issues promptly and transparently, helping to maintain quality standards and improve service within the Towride system platform.

1. Service Limitations

While Towride strives to provide reliable and efficient assistance, service availability may be affected by factors such as weather conditions, traffic congestion, or unforeseen emergencies, and users acknowledge and accept these limitations.

1. Termination of Service

Towride reserves the right to refuse or terminate service to any user who violates these conditions and terms, engages in illegal or unsafe behavior, or poses a risk to the safety and well-being of themselves or others.

By using Towride services, users agree to abide by these conditions and terms, acknowledging their rights and responsibilities as participants in the system and consenting to the terms of service outlined herein.