

Wype

Terms and conditions

INTRODUCTION

The terms and conditions set out below apply to Bookings for Car Wash made on this App. By making a Booking, you accept these terms and conditions. Please read through these terms carefully.

Your Booking

- This App is owned by Wype.
- Bookings can be made by person aged 18 years or over.
- The price you pay is the price accepted and confirmed by you during the online booking process. All prices are in Qatari Riyals.
- You must not resell, assign or transfer any Booking (in whole or in part).

General

- Wype prides itself on its standards of service, however, should you be unhappy with the service, you should advise our agents of any issues.
- Wype reserves the right, without notice, to amend the specification of the products or services presented on this site and to discontinue any product or service.

COMPANY APP

Terms: By accessing any part of the Platform, you indicate that you accept these Platform Terms.

Amendment of terms: The Platform Terms are subject to change at any time, and effective upon posting on the Platform. It is advised you check back regularly in the case of any amendments.

Application availability: While we try to ensure the App is normally available twenty-four hours a day, we do not undertake any obligation to do so, and we will not be liable to you if the App is unavailable at any time or for any period.

Information security: The transmission of information via the internet is not completely secure. Although we take the steps required by law to protect your information, we cannot guarantee the security of your data transmitted to the Application; any transmission is at your own risk.

PLACING AN ORDER

Order Posting: Enter your vehicle location using the geo-locator and pinpoint it with the tag. Enter the details of your vehicle and select your Service requirements. Once complete you can click on the NEXT button to proceed to payment. It is important you check that all your details are correct as once payment has been made there is no guarantee that the order can be amended or cancelled.

Order Amendment and Cancellation: Once you have submitted your Order and your payment has been authorised, you may change or cancel your Order up to one day before the start of the booking window. If you wish to change or cancel your Order, you may contact the Operator whose details are in the Service confirmation email you will receive, or you can contact us on the WhatsApp facility on the App. There is no guarantee that we will agree to your requests as they may have already started processing your Order. Cancellation made within 24 hours are liable for 100% charge of the original order fee.

Service Delivery and Timings: Estimated times for arrival and Service completion may be provided by Wypel App and are only estimates.

ORDER MAINTENANCE AND CUSTOMER FEEDBACK

General: We welcome any feedback and want to help our customers. In the case of any questions or problems, please send us an email to the address listed at the bottom of the page. In the event that you are dissatisfied with the quality of any Products, or the Service provided by us, please consider providing feedback by emailing us. The feedback is important part of our quality control and helps us to improve.

Order delays or questions: If your Order is taking longer than expected or you have any other problems with your Order, please call us or send an email to let us know.

Changing or cancelling your Order: If you wish to change or cancel your Order after it has been submitted and payment has been authorised, please chat customer support in-app, or contact the team via email **support@wypeqa.com** or our support hotline **+974 77337769**. We cannot guarantee requests as we may have already started delivering your Order.

Compensation, disputes & refunds: If you are dissatisfied with the quality of the Service provided by us and wish to seek a refund, you are requested to contact WYPE APP.COM to provide feedback within 48 hours of your Order being completed. Wype App carefully use high quality products and continue to employ proper car wash techniques to ensure a premium service. Wype App will endeavour to make sure any complaints are resolved appropriately. Wype App will not be liable and responsible for any damage.

PLATFORM TERMS OF PERMITTED USE

You are permitted to use the Platform for your own personal non-commercial use on the following basis:

You must not misuse the Wype App by or attempt to hack it in any way

The copyright and other intellectual property rights (such as text, graphics, data, graphics, HTML, videos, images and other content) in the Platform and in material published on it are owned by us or our licensors. These works are protected by copyright laws and treaties around the world and all rights are reserved. Any use of such material from the App is prohibited unless with prior consent. In order to use any of the materials on the App or the App itself for commercial purposes, you will require a licence from us.

You must not modify the digital or paper copies of any materials that you print off and you must not use any pictures, photographs or any other graphics, video or audio sequences separately from any accompanying text.

In the case of any use, our status as the author of the material should always be acknowledged.

Reservation of rights: Any rights not expressly granted in these Website Terms are reserved.

Visitor Data Policy: You are prohibited from posting, uploading or transmitting to or from the Website any Visitor Material (including any Reviews) that:

- breaches any applicable local, national, or international law.
- is unlawful or fraudulent;
- amounts to unauthorised advertising; or
- contains viruses or any other harmful programs.

Reviews Policy: In particular (but without limitation), any Reviews that you submit through the Website must not:

- Contain any offensive or defamatory material;
- Infringe the intellectual property rights of another person;
- Breach any legal duty owed to a third party;
- give the impression that they originate from us; or
- Promote discrimination, illegal activity or violence;
- be used to misrepresent yourself or attempt to impersonate another person.

Removal of Reviews: We reserve the right and have the sole discretion to remove or edit at any time any Reviews or other Visitor Material posted, uploaded or transmitted to the App that we determine breaches a prohibition or is otherwise objectionable or may expose us or any third parties to any harm or liability of any type, or for any other reason.

Liability: You agree to indemnify us against any losses, damages and claims (and all related costs) incurred by or made against us by an Operator or any other third party arising out of or in connection with any Reviews or other Visitor Data that you provide in breach of any of the representations and warranties, agreements or restrictions set forth in this paragraph.

Disclosure to authorities and courts: You acknowledge that we will fully co-operate with any competent authority requesting or directing us to disclose the identity or location of anyone posting any Reviews or other Visitor Material in breach. Furthermore you release us to the fullest extent permitted by law from all liability in relation to such disclosure.

DISCLAIMERS OF WARRANTIES

App information: We try to ensure all information on the site is accurate and relevant however we offer no guarantee of this accuracy, relevance, or completeness. We reserve the right to make changes without notice.

Estimated times for arrivals are provided by us and only estimates. We do not guarantee that Orders will be completed within the estimated times.

We have a high-quality standard, we cannot be held liable for any damage suffered by the vehicle or object being washed, losses or consequential damages as a result of the Wype App actions.

Exclusion of terms: We provide you with access to the Platform and Service on the basis that, to the maximum extent permitted by law, we exclude all representations, warranties, conditions, undertakings and other terms in relation to the App and Service (including any representations, warranties, conditions, undertakings and other terms which might otherwise apply to the App or Service, or be otherwise implied or incorporated into these App Terms, by statute, common law or otherwise).

LIABILITY

General: Nothing in these App Terms excludes or limits our liability for death or personal injury arising from our negligence, our liability for fraudulent misrepresentation, or any other liability which cannot be excluded or limited under applicable law. Nothing in these App Terms affects your statutory rights.

It is your responsibility to ensure that all contents and valuables are removed from the vehicle prior to your arrival or on departure of our team. Wype App shall accept no liability for lost valuables for any personal belongings left in the vehicle.

Wype App accepts no liability for loss or damage.

Wype App shall not be liable for any indirect, special, or consequential loss.

Wype App accepts no liability for:

Death or personal injury resulting from Wype App's negligence (including the negligence of Wype App's agents, employees or the Agent(b) fraud, fraudulent misrepresentation or fraudulent concealment of Wype App, its agents, employees, or the Agent.

WRITTEN COMMUNICATIONS

Applicable laws require that some of the information or communications we send to you should be in writing. When using the App or ordering Products via the App, you accept that communication with us will be mainly electronic. We will contact you by email or provide you with information by posting notices on the App. For contractual purposes, you agree to this electronic means of

communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

ADDITIONAL TERMS

Privacy Policy: We are committed to protecting your privacy and security. All personal data that we collect from you will be processed in accordance with our Privacy Policy. You should review our Privacy Policy.

Entire agreement: These App Terms and any document expressly referred to in them constitute the whole agreement between you and us and supersede all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between us relating to the subject matter of any contract.

No waiver: Any failure or delay by you or us in enforcing (in whole or in part) any provision of these App Terms will not be interpreted as a waiver of your or our rights or remedies.

Assignment: You may not transfer any of your rights or obligations under these App Terms without our prior written consent. We may transfer any of our rights or obligations under these App Terms without your prior written consent to any of our affiliates or any business that we enter a joint venture with, purchase or are sold to.

Headings: The headings in these App Terms are included for convenience only and shall not affect their interpretation.

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