

# PLATFORM TERMS OF USE

Last Updated – 18 February 2026

This document is a legally binding agreement and shall be effective upon your acceptance of the same, whether directly or indirectly, including through electronic means or by way of an electronic record. These Platform Terms of Use (“Terms”) form an integral part of the governing policies applicable to the services offered through the website and mobile application operated under the name and style of “MOVA” (“Platform”).

## Background

The Platform is owned and operated by MOVA TECHNICAL SOLUTIONS PRIVATE LIMITED, a company incorporated under the Companies Act, 2013, bearing Corporate Identification Number (CIN) U62011AP2025PTC117460, Goods and Services Tax Identification Number (GSTIN) 37AASCM8654M1ZE, and having its registered office at GSR & KKR Educational Society, Vatticherukuru (M), Vinjanampadu, Guntur, Andhra Pradesh – 522017 (hereinafter referred to as “MOVA”, “we”, “us”, or “our”, which expression shall, unless repugnant to the context, include its successors, assigns, and permitted transferees).

The users of the Platform, whether as visitors or registered users, and whether acting in the capacity of vehicle owners/vendors or end users, may be individuals or legal entities (hereinafter referred to as “User”, “you”, “your”, or “yourself”).

## Nature of Platform Services

MOVA operates a technology-enabled digital marketplace that facilitates vehicle sharing arrangements between independent vehicle owners or vendor representatives (“Vendors”) and users seeking temporary access to vehicles, with or without a driver (“Users”).

MOVA does not own, operate, control, insure, manage, maintain, or dispatch any vehicles, and does not provide any transport or mobility service in its own capacity. MOVA acts solely as a neutral technology facilitator enabling Vendors and Users to connect, communicate, and transact through the Platform.

All vehicle sharing arrangements are entered into directly between the Vendor and the User, and MOVA is not a party to such arrangements.

## Governing Policies

These Platform Terms of Use, together with the following documents (as amended from time to time), collectively constitute the binding agreement between you and MOVA (collectively, the “Governing Policies”):

Vendor (Host) Terms & Conditions

User (Guest) Terms & Conditions

Fee, Cancellation & Penalty Policy

Privacy Policy

Wallet, Promo Code & Gift Card Terms

Any other policy or guideline published on the Platform

## Acceptance of Terms

Please read these Terms carefully before accessing or using the Platform.

If you do not agree with these Terms, you must immediately discontinue use of the Platform and refrain from availing any services.

By accessing, registering on, or using the Platform, you acknowledge that you have read, understood, and agreed to be legally bound by these Terms and the Governing Policies.

## Modification of Terms

MOVA reserves the right, at its sole discretion, to modify, amend, or update these Terms at any time. Such modifications shall be effective from the date they are published on the Platform.

You are responsible for periodically reviewing these Terms. Continued use of the Platform following the publication of changes shall constitute your acceptance of such modifications. If you do not agree with any revised Terms, you must discontinue use of the Platform.

## Account Registration and Eligibility

You must be at least 18 years of age and legally competent to enter into a contract under applicable Indian laws to use the Platform. MOVA reserves the right to suspend or terminate access if it is discovered that a User does not meet eligibility requirements.

## Account Responsibility

You are responsible for maintaining the confidentiality of your login credentials and for all activities carried out through your account. MOVA shall not be liable for any loss or damage arising from unauthorized access to your account.

Allowing any third party to use your account is strictly prohibited, and you shall be solely liable for any consequences arising therefrom.

## Fees and Taxes

You agree to pay all applicable fees, charges, penalties, and taxes as displayed on the Platform at the time of booking or transaction. All statutory taxes, levies, or duties shall be borne by the User or Vendor, as applicable.

## Use of the Platform

You agree that your use of the Platform shall not:

Violate any applicable law in India

Involve false, misleading, or fraudulent information

Infringe intellectual property rights of MOVA or any third party

Facilitate unlawful, abusive, or prohibited activities

Disrupt or interfere with the functioning of the Platform

MOVA reserves the right to take appropriate action, including suspension or termination of access, in case of any violation.

## Privacy

MOVA collects, processes, stores, and protects personal and non-personal data in accordance with its Privacy Policy, which is compliant with the Digital Personal Data Protection Act, 2023. By using the Platform, you consent to such collection and processing.

## Payment Facility

MOVA may facilitate payments through authorized third-party payment service providers in accordance with applicable Indian laws. MOVA acts only as a payment facilitator and does not assume responsibility for payment disputes between Vendors and Users, except to the extent mandated by law.

## Disclaimers

The Platform is provided on an “as is” and “as available” basis. MOVA does not guarantee uninterrupted or error-free operation of the Platform.

MOVA expressly disclaims all liability arising from:

Vehicle condition or performance

Acts or omissions of Vendors, Users, or drivers

Accidents, injuries, death, or property damage

Third-party services accessed through the Platform

## Intellectual Property

All intellectual property rights related to the Platform, including software, design, trademarks, logos, and content, are owned by MOVA or its licensors. Unauthorized use is strictly prohibited.

## Indemnity and Limitation of Liability

You agree to indemnify and hold harmless MOVA, its directors, officers, employees, and affiliates from any claims, losses, damages, or expenses arising out of your use of the Platform or violation of these Terms.

MOVA's maximum aggregate liability, if any, shall be limited to INR 10,000.

## General Provisions

If any provision of these Terms is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

MOVA may assign or transfer its rights under these Terms without prior notice. You may not assign your rights without written consent.

## Grievance Redressal

For complaints or concerns, contact:

Grievance Officer

✉ Email: [grievance@mov.a.org.in](mailto:grievance@mov.a.org.in)

☒ Response Time: Within 7 business days

#### Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of India.

Any dispute shall be resolved through arbitration in accordance with the Arbitration and Conciliation Act, 1996.

Seat and venue of arbitration: Hyderabad, Telangana.

Courts at Hyderabad shall have exclusive jurisdiction.