

## **MOVA GIFT CARDS**

### **Terms and Conditions for purchase and redemption**

1. These Terms & Conditions include specific conditions applicable to the purchase and usage of MOVA Gift Cards. These MOVA Gift Cards are pre-paid gift vouchers issued by MOVA TECHNICAL SOLUTIONS PRIVATE LIMITED for purchase of MOVA Credits for usage on the MOVA Platform ("MOVA Gift Cards"). Upon purchase of such MOVA Gift Cards, the corresponding MOVA Credits will be credited to the Guest's MOVA Wallet.
2. **Redemption Rate:** A single MOVA Credit shall be equivalent to INR 1 (one rupee). For example, if you purchase a MOVA Gift Card for INR 4750 you shall receive MOVA Credits worth INR 4750 and so on and so forth.
3. **Services:** The Guests may use these MOVA Credits for availing the MOVA Platform Services for self-drive and subscription vehicles.
4. **Limitations:**
  - a. These MOVA Gift Cards are non-refundable, non-returnable, and non-negotiable once purchased.
  - b. While these MOVA Gift Cards may be bought by anyone, these are only redeemable through unique codes applicable to each of the MOVA Gift Cards. Once redeemed, the MOVA Credits from the MOVA Gift Card are non-transferable.
  - c. These MOVA Gift Cards are redeemable only on the MOVA Website and App and cannot be used for any other purposes.
  - d. These Vouchers cannot be utilised to pay for trip protection fee or platform fee.
5. **Applicability:** These MOVA Gift Cards and corresponding MOVA Credits are redeemable for bookings made throughout the territory of India.
6. **Usage Limit:** The Guest may avail the entire MOVA Credits from such MOVA Gift Cards for a single booking at once. Such MOVA Credits can be used simultaneously with any Wallet Credits available to you on your Profile.
7. **Validity:** The MOVA Gift Card as well as MOVA Credits added to the Guest's wallet upon purchase/redemption shall remain valid for one (1) year. Any outstanding balance from these MOVA Gift Cards is non-refundable and will expire upon completion of one year from the date of purchase of MOVA Gift Cards and subsequent unutilised MOVA Credits in your account/profile.
8. **Cancellations:** In the event of any booking cancellations made by the Guests, the MOVA Credits that were utilised by the Guest in such booking will be refunded back to the Guest's account after taking into account the penalties or deductions for such cancellation as outlined under the MOVA Platform Services Terms and Conditions available at: <https://www.mova.org.in/host-policy>.
9. MOVA TECHNICAL SOLUTIONS PRIVATE LIMITED may alter, replace, or withdraw these terms and conditions or the MOVA Gift Cards and MOVA Credits at any time without notice.
10. **Claims and Disputes:** Any issue or claim related to these MOVA Gift Cards must be escalated directly to MOVA TECHNICAL SOLUTIONS PRIVATE LIMITED by raising your requests through our Help Section on the MOVA website and app, without involving any

third party. Disputes related to the MOVA Gift Cards shall be subject to the exclusive jurisdiction of the courts in Hyderabad.

11. The decision of MOVA TECHNICAL SOLUTIONS PRIVATE LIMITED in all matters in connection with and incidental to MOVA Gift Cards is final and shall be binding on all persons.
12. The Guests shall be deemed to have read, understood and accepted these terms and conditions, and the terms of use of MOVA Gift Cards before availing themselves of the benefit.
13. MOVA TECHNICAL SOLUTIONS PRIVATE LIMITED reserves the right to disqualify any Guests from the benefits of the MOVA Gift Cards if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the MOVA Gift Cards.
14. Any bookings made by the Guest shall be governed by the MOVA Platform Services Terms and Conditions available at: <https://www.mova.org.in/host-policy>

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**MOVA TECHNICAL SOLUTIONS PRIVATE LIMITED**

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GSR & KKR Educational Society, Vatticherukuru (M), Vinjanampadu, Guntur, Andhra Pradesh – 522017

Jurisdiction: Hyderabad, Telangana, India