

## CANCELLATION POLICY

THIS DOCUMENT IS AN ELECTRONIC RECORD IN THE FORM OF AN ELECTRONIC CONTRACT FORMED UNDER THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES MADE THEREUNDER AND THE AMENDED PROVISIONS PERTAINING TO ELECTRONIC DOCUMENTS/RECORDS IN VARIOUS STATUTES AS AMENDED BY THE INFORMATION TECHNOLOGY ACT, 2000 AND DOES NOT REQUIRE ANY PHYSICAL, ELECTRONIC OR DIGITAL SIGNATURE.

THIS DOCUMENT IS A LEGALLY BINDING DOCUMENT THAT WILL BE EFFECTIVE UPON YOUR ACCEPTANCE OF THE SAME (DIRECTLY OR INDIRECTLY IN ELECTRONIC FORM OR BY MEANS OF AN ELECTRONIC RECORD) AND WILL LAY OUT GUALA'S CANCELLATION POLICY.

### 1. INTRODUCTION

1.1. GUALA VENTURES PRIVATE LIMITED (CIN: U77100KA2026PTC215992) is a company incorporated under the provisions of the Companies Act, 2013, having its registered office at G.K. Reddy Mansions, No. 653/623/1, 2nd Stage, Vinayakanagar, Kudlu (V), Sarjapura (H), Bengaluru - 562125 (hereinafter referred to as "Guvala", "Guvala Ventures", "We", "Us" or "Our") and owns and operates the website available at [REDACTED] (the "Site") and its application (the "App") (collectively, the "Platform").

1.2. At Guvala Ventures, We value Your business and strive to provide convenient and hassle-free Vehicle rental services. To ensure efficient scheduling and resource allocation for all our users, We have established the following Cancellation Policy.

1.3. By availing of our Services, You expressly agree to the terms of this Cancellation Policy, and You agree and acknowledge that this Cancellation Policy is applicable to all rental arrangements provided by Guvala Ventures.

### 2. NOTICE OF CANCELLATION

2.1. In the event that You wish to cancel or reschedule your rental, You must notify us of a cancellation of rescheduling request at least twenty-four (24) hours prior to beginning of the scheduled rental period.

2.2. Notifications can be made by:

2.2.1. Calling Our office at [REDACTED] during business hours.

2.2.2. Emailing us at [REDACTED].

2.2.3. Using the online cancellation form on the App or Our Site at [REDACTED].

2.3. Cancellations or rescheduling requests received less than twenty-four (24) hours before the beginning of the rental period will be subject to a cancellation fee.

### 3. REFUNDS AND CANCELLATION

Any security deposit collected shall be refunded to the User, subject to the terms set out herein.

#### 3.1. Booking Related:

- **No-show:** 100% of the rental charges shall be deducted.
- **Between 0-6 hours prior to the pick-up time:** 75% of the rental charges shall be withheld.
- **Between 6-24 hours prior to the pick-up time:** 50% of the rental charges shall be withheld.
- **Between 24-72 hours prior to the pick-up time:** 25% of the rental charges shall be withheld.
- **72 hours or more prior to the pick-up time:** 10% of the rental charges shall be withheld.

#### 3.2. 37.5% of the rental amount shall be deducted in the following cases:

- The User is unwilling to submit documents as required under the Terms and Conditions;
- The User is unable to complete identity verification;
- The User has submitted documents but is not physically present at the designated location, or a third party attempts to collect the vehicle on their behalf;
- The documents submitted by the User are invalid or not in accordance with the requirements.

3.3. Any refund processed by the Company shall typically be completed within 3 (three) to 7 (seven) working days. The refund amount shall be credited to the original source account used during the booking process. The actual time for the refund to reflect may vary depending on the policies and processing timelines of the relevant financial institutions, and the Company shall not be liable for any delays beyond its control.

3.4. For the avoidance of doubt, no refunds shall be issued in the event of early drop-off of the vehicle.

### 4. EXCEPTIONS AND FORCE MAJEURE

4.1. We understand that unforeseen circumstances may arise that prevent You from being able to carry out Your side of the agreement. No penalties will be applicable in the following cases:

4.1.1. Cancellations due to death, hospitalization or government-mandated restrictions (e.g., EV bans or natural disasters).

4.1.2. In the event that Guvala cancels the rental due to scheduling conflicts, equipment issues or other internal reasons, We will work with you to reschedule promptly within thirty (30) days. If rescheduling is not possible, Guvala shall refund the rental fee as specified above.

### 5. RESCHEDULING

- 5.1. You may reschedule your rental period without penalty if the request is made at least twenty-four (24) hours prior to the beginning of the scheduled rental period.
- 5.2. Rescheduling requests within twenty-four (24) hours of the beginning of the rental period shall incur a rescheduling fee at a percentage of the refund fee at the same rate as described in Clause 3.1.
- 5.3. We will make every effort to accommodate Your preferred rescheduling data and time, subject to availability.

GUVALA VENTURES RESERVES THE RIGHT TO UPDATE OR MODIFY THIS CANCELLATION POLICY AT ANY TIME. THE MOST CURRENT VERSION WILL BE AVAILABLE ON OUR WEBSITE AND YOU ARE ENCOURAGED TO REGULARLY CHECK TO WEBSITE TO INFORM YOURSELF ABOUT THE LATEST VERSION OF THIS CANCELLATION POLICY.

BY RENTING AN ELECTRONIC VEHICLE FROM GUVALA VENTURES, YOU ACKNOWLEDGE AND AGREE TO ABIDE BY THIS CANCELLATION POLICY.