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Refund and Cancellation Policy

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1. Scope and refund entitlement

This Policy governs cancellations, rescheduling, failed bookings, deficient services, duplicate charges and refunds for services purchased through TUDU. The applicable service price and any permitted cancellation or mobilization charge are displayed before confirmation. Statutory consumer remedies take precedence over any inconsistent provision.

2. Standard cancellation stages

Before a provider accepts the request, cancellation carries no service cancellation fee. After acceptance but before dispatch or commencement, the service fee is refunded unless a clearly disclosed, lawful and actually incurred nonrecoverable charge applies. After dispatch, inspection or commencement, reasonable documented travel, materials and completed-work charges may be retained; the unperformed balance is refunded. After completion, remedies depend on service quality, agreed scope, evidence and applicable law.

3. Cleaning, washing and detailing

Cancellation before dispatch: refund of the service fee. After provider arrival or commencement: documented call-out, materials consumed and completed work may be charged where disclosed and lawful. Deficient cleaning may be corrected or refunded in whole or part according to the deficiency.

4. Routine maintenance and oil/filter service

Before procurement or commencement: refund of unperformed labour and uncommitted materials. Authorized nonreturnable parts or consumables may be charged at documented actual cost where lawful. Unused returnable parts and unperformed work are refunded. Incorrect parts, unsuitable fluids or deficient workmanship are subject to correction and applicable remedies.

5. Diagnostics and mechanical repair

A completed, properly disclosed diagnostic service may be charged even when repair is declined. No unapproved repair charges apply. If the promised diagnostic service is not performed, its fee is refunded. Repair complaints are reviewed for rework, replacement, proportionate refund or other lawful remedy.

6. Puncture, tyre replacement and wheel services

Before dispatch: refund of service charges. After dispatch or inspection: only disclosed, reasonable travel or completed inspection charges may apply. Where puncture repair is unsafe or impossible, no unperformed repair fee is charged; replacement requires a separate accepted quotation. Defective goods and fitment remain subject to statutory and warranty remedies.

7. Battery jumpstart, testing and replacement

Before dispatch: refund of service charges. After arrival: disclosed testing or call-out charges may apply. Batteries purchased for installation are subject to applicable product return and warranty terms, without limiting remedies for defective or incorrect products. Unperformed installation labour is refunded.

8. Towing and breakdown recovery

Before tow-truck dispatch: refund of service charges. After dispatch: reasonable, disclosed and evidenced mobilization costs may apply. After pickup: agreed transport, distance, toll and waiting charges for work actually performed may be charged. Non-arrival, provider cancellation or inability to perform the confirmed service results in refund of unperformed charges.

9. SOS and urgent roadside assistance

No mobilization or service fee applies where an SOS request was not accepted and no resource was deployed. Once an accepted responder has mobilized, only lawful and previously disclosed reasonable costs actually incurred may be deducted. Provider failure or unsafe conduct receives priority review and an appropriate refund or remedy.

10. Vehicle inspections and travel-readiness checks

Before dispatch: refund of the inspection charge. After commencement: the completed, agreed portion may be charged. A materially incomplete or unusable report is eligible for correction, repeat inspection or appropriate refund.

11. Denting, painting, windshield and bodywork

Uncommitted payments are refunded before work begins. Approved custom glass, special paint or ordered parts may involve evidenced nonrecoverable costs. Workmanship, wrong parts and colour-match disputes are reviewed against the agreed specification and statutory rights.

12. Accessories and customization

Uninstalled standard items follow the disclosed seller return conditions. Custom-made or specifically ordered items may have restricted change-of-mind returns when lawfully disclosed. Defective, wrong or misdescribed items remain eligible for applicable remedies. Unperformed installation labour is refunded.

13. EV charging and parking bookings

For prepaid charging or parking, the confirmed operator-specific cancellation cut-off and fees apply when displayed at booking. Unavailable confirmed charging or parking facilities qualify for a suitable alternative or refund of the unusable booking. Overstay and no-show charges apply only when clearly disclosed and supported by records. Discovery-only and saved-parking features do not generate a reservation refund.

14. Digital Vault, subscriptions and reminders

Free Digital Garage, Vault, reminders and manual fuel logs do not generate refunds. Any paid add-on or subscription is governed by the price, renewal and cancellation terms displayed at purchase. No subscription charge is created merely by using a free feature.

15. Insurance, PUC, FASTag and renewals

Where an authorized issuer provides the underlying product, the issuer's lawful cancellation and refund rules apply to that product. Any separate TUDU facilitation fee is displayed before payment. Failed issuance or duplicate payment is reconciled and refunded as required by applicable law.

16. Buying concierge, test drives, resale and upgrades

Free enquiries carry no refund charge. Paid concierge or inspection work is refundable to the extent not performed; agreed completed work and authorized nonrecoverable third-party costs may be charged. Dealer deposits and vehicle-sale advances are governed by the separately accepted transaction terms and applicable law; no deposit is automatically forfeited.

17. Provider or dealer cancellation

If a provider or dealer cancels an accepted booking, fails to arrive, materially misdescribes the service or cannot fulfil it, the customer is not charged a provider-caused cancellation fee. TUDU may offer a replacement, reschedule or refund as appropriate.

18. Refund requests and payment reversals

Customers may request cancellation or a refund through booking details or the support channel shown in their confirmation. TUDU records the booking stage, charges, payment reference and available evidence, and communicates its decision. Approved refunds are initiated to the original payment method where feasible and lawful. The time to reflect a refund depends on the payment instrument, payment processor and applicable regulatory requirements.

19. Deductions, disputes and consumer rights

Any retained charge is itemized and supported by the dispatch record, work record, purchase receipt or other relevant evidence. Hidden or punitive charges are not imposed. Complaints involving damage, safety, misrepresentation, non-delivery or deficient service are assessed individually. This Policy does not restrict statutory remedies or access to consumer redressal authorities.

19. Service Partner Membership Fees — Basic, Silver, Gold and Prime

Basic membership carries no subscription refund where no fee was charged. For Silver and Gold, cancellation stops future renewals; refunds of prepaid unused plan periods follow the specific displayed subscription terms and applicable law. No guaranteed lead, job, income or employment refund claim arises under Basic, Silver or Gold. For Prime, a minimum qualified-opportunity commitment exists only if the partner accepted a written plan schedule setting the minimum, measurement period, territory, qualifying criteria and shortfall remedy. Where TUDU is responsible for a verified shortfall, TUDU will provide the

proportionate membership-fee credit or refund specified in that schedule. No automatic reimbursement of hypothetical earnings, lost profits or declined jobs applies. Incorrect charges, duplicate debits, misrepresentation and failure to supply purchased plan features remain subject to applicable contractual and statutory remedies.

20. Spare Parts, Replacement, Installation and Customer Protection

Before ordering or installing parts, the customer must receive an itemized quotation stating part type, condition, compatibility, supplier/manufacturer warranty, labour and any disclosed non-returnable procurement cost. Before purchase or commencement of work, cancellation normally results in refund of unperformed labour and uncommitted parts charges. Once a specifically authorized non-returnable part has been procured, evidenced unavoidable supplier costs may be deducted to the extent lawful; refundable stock, unused parts and unperformed labour must be refunded. Wrong, counterfeit, defective, unsafe or materially misdescribed parts are not treated as ordinary change-of-mind returns: TUDU will facilitate review and appropriate repair, replacement, refund or other statutory remedy. Installation damage or faulty fitment is assessed separately from manufacturer warranty. The customer must not be compelled to accept wallet credit in place of a legally required refund.

21. Safety-Related Cancellations and Interrupted Work

Where a customer or partner stops service because of an immediate, genuine safety hazard, TUDU will review booking evidence, dispatch status, completed work and disclosed costs. A partner must not charge for unapproved work or for services not performed. A customer will not be charged a penalty for reporting genuine threats, harassment or unsafe conduct. If a provider is unable to complete work safely, unused charges will be refunded subject only to lawful, justified, disclosed mobilization or completed-work costs. Safety incidents and urgent roadside failures receive priority escalation without requiring the refund investigation to conclude first.

22. Provider-Caused Failure, Parts Disputes and Evidence

A customer is entitled to appropriate relief where the provider does not arrive, substitutes unauthorized parts, abandons a job, misstates the scope or fails to provide the accepted service. TUDU may request photos, approved quotations, invoices, supplier evidence, location/dispatch records and inspection reports. The customer and provider may respond before a disputed deduction or remedy is finalized. A provider's internal membership status does not reduce customer statutory rights. Refunds for paid service charges remain separate from any partner subscription credit or fee dispute.