BIGSCALE PRIVATE LIMITED
Tudu Auto | GSTIN 36AAPCB3323B1Z1
1304, Lodha 13 Floor Meridian, Malkajgiri
Hyderabad, Medchal Malkajgiri, Telangana 500072, India

Terms and Conditions

Last updated: 28 October 2026

1. Application and acceptance

Tudu Auto is the registered trade name of BIGSCALE PRIVATE LIMITED (GSTIN 36AAPCB3323B1Z1). Services are offered through the operator identified in the applicable booking confirmation. These Terms govern use of TUDU websites, applications, digital garage, customer support, booking tools and service-provider and dealer interfaces in India. By creating an account or requesting a service, the user agrees to these Terms and the policies incorporated by reference. The contracting service supplier and charges for each booking are identified in its confirmation.

2. Accounts, eligibility and vehicle authority

Users must be legally competent to contract and provide accurate contact information. Customers may register multiple cars, motorcycles and other supported vehicles, including petrol, diesel, CNG, hybrid and electric vehicles. A customer must own or have authority to manage each vehicle and upload its documents. Adding a vehicle does not verify legal title. Users must safeguard credentials and promptly report unauthorized activity.

3. Services, availability and quotations

TUDU provides a digital channel for vehicle ownership management, booking, coordination and, where expressly identified, direct delivery of automotive services. Coverage, provider availability, dispatch time and quoted prices vary by location, vehicle and service. Booking requests are not accepted until confirmed. Checkout displays applicable fees, taxes, call-out charges, materials, distance and cancellation conditions. Additional paid work requires customer approval before commencement.

4. Cleaning, washing and detailing

The selected package specifies exterior/interior scope, coatings, consumables, water/electricity needs and exclusions. Customers must disclose delicate accessories and remove valuables. Providers must use reasonable care and record pre-existing damage where appropriate. Deficient performance is subject to correction or a lawful remedy.

5. Routine servicing, diagnostics and mechanical repair

Estimates distinguish inspection, labour, consumables, oil grades, filters and replacement parts. Parts are identified as genuine, equivalent, aftermarket or reconditioned as applicable. Diagnostics may reveal additional work, which requires a revised estimate and approval. Providers must follow applicable safety requirements and disclose workmanship or manufacturer warranties supplied with the service.

6. Tyres, punctures, wheels and batteries

Puncture repair is subject to tyre condition and safe repairability; sidewall or structural damage may require replacement. Wheel alignment, balancing, valves and disposal charges are quoted separately. Battery jumpstart, testing, installation, exchange value and replacement warranty depend on the vehicle and battery type. Only suitably qualified personnel may handle high-voltage EV systems.

7. Breakdown recovery, towing and SOS

The booking identifies the pickup point, destination, included distance, towing method, tolls and any waiting charges. Arrival times are estimates, not guarantees. Vehicle condition and custody may be documented at handover and delivery. SOS is an urgent assistance coordination channel and does not replace police, ambulance or other public emergency services. For immediate danger, contact the appropriate emergency authority.

8. Inspections, bodywork, glass and accessories

Vehicle inspections and travel-readiness checks are limited to the checks actually performed and do not guarantee future roadworthiness. Paint, dent, windshield and accessory work is subject to a documented scope, compatible parts, safety restrictions and customer approval of additional work. Customized or specially ordered materials are identified before procurement.

9. EV charging and parking

Charging discovery, charging reservations and parking bookings, when available, depend on station or parking operators. Listings disclose relevant compatibility, access hours, pricing, slot conditions, overstay charges and operator identity. A saved parking location is not a parking reservation. Unavailable confirmed facilities are handled under the Refund and Cancellation Policy.

10. Digital Garage, Vault and vehicle intelligence

TUDU may display vehicle records, uploaded RC, PUC, insurance documents, service history, fuel entries, reminders, parking records and driving statistics. Users remain responsible for official documents, renewals and vehicle maintenance. Mileage, alerts, maps, telematics and model visualizations are informational and may be incomplete. A displayed vehicle image or 3D model does not certify its mechanical condition. Connected data is used only when the integration and relevant permission are available.

11. Insurance, FASTag, PUC and third-party services

TUDU may facilitate access to authorized third-party issuers or service operators. TUDU does not itself issue insurance policies, FASTags, pollution certificates or regulated financial products unless separately authorized. The relevant issuer or operator controls eligibility, official issuance, coverage and product-specific conditions.

12. Buying, selling, resale and dealer concierge

Vehicle comparisons, valuations and recommendations are informational unless a separate binding offer is issued. Test drives, inspection appointments, deposits, sale prices, finance and ownership transfers are governed by the disclosed dealer or transaction agreement and applicable law. TUDU booking or enquiry alone does not transfer vehicle title.

13. Service providers, dealers and business users

Partners must maintain applicable registrations, qualifications, licences, tax documentation, insurance where required, accurate listings and safe practices. They may use customer information only to fulfil authorized bookings. Fees, settlement cycles, reversals and commercial remedies for business partners are governed by their applicable partner agreement.

14. Payments, cancellations and refunds

Payment methods and payment processors are identified at checkout. Customers must pay approved charges and applicable taxes. Cancellations, partial performance, defective services, provider non-arrival, refunds and payment errors are governed by the TUDU Refund and Cancellation Policy and mandatory consumer law. TUDU will not charge for work that was never authorized.

15. Customer conduct, reviews and intellectual property

Users must not submit false requests, misuse emergency services, harass providers, upload unlawful material or attempt unauthorized system access. Reviews must reflect genuine experiences. TUDU retains its rights in its brand, software and original content; users retain rights in their lawful uploaded material and grant the limited permissions necessary to provide services.

16. Privacy and confidentiality

Personal information is handled under the TUDU Privacy Policy. Vehicle documents, route histories, visited places, office/home labels and parking histories are private by default. Assigned providers receive only information needed for their authorized job. Users may manage optional permissions and sharing controls.

17. Service limitations and responsibility

Services are subject to road conditions, safety, access, weather, personnel and third-party availability. TUDU does not guarantee uninterrupted app access or a precise arrival time. Nothing in these Terms excludes statutory remedies for defective goods, deficient services, fraud or liability that cannot lawfully be excluded. Complaints are assessed on their facts and evidence.

18. Complaints, governing law and changes

Users may raise booking, quality, safety or payment complaints through the support channel displayed in the application or booking confirmation. TUDU provides a trackable complaint reference and escalation process. Indian law governs, without limiting mandatory consumer-forum rights. Material changes to these Terms are notified through appropriate channels and apply prospectively unless law requires otherwise.