

## **GENERAL TERMS AND CONDITIONS**

- The MSIL Smart parking name and logo, and all related product and service names, design marks and slogans are the trademarks or registered trademarks of Maruti Suzuki India Ltd. All other product and service marks contained herein are the trademarks of their respective owners. You may not use any MSIL Smart Parking or third party trademarks or logos without the prior written consent of MSIL Smart Parking or the applicable trademark owner.
- The service provided by MSIL Smart Parking is limited to: (i) informing our customers of the location and total capacity of parking, and (ii) providing customers the ability to navigate to parking. Despite the convenience of our service, the decision to utilize parking information remains your responsibility and you assume that risk. The allocation of parking spaces within a lot is solely under the control of the lot attendant or uncontrolled if not attended. We, therefore, cannot be responsible for any consequences arising from the lack of suitable parking. In all cases, the parking arrangement will be governed by the agreement with the operator of the parking facility as posted at their location or provided to you by them.
- For clarification, MSIL Smart Parking does not:
- Provide a parking service, operate a parking lot or otherwise accept custody of motor vehicles. That service is provided by others and they are in no way our agents or acting on our behalf.
- Accept any responsibility whatsoever regarding the safety of persons or property in the locations selected by our customers.
- Warrant that the Internet, our website, mobile app or any email from us is free of viruses or other potentially harmful effects.
- Endorse the use of cell-phones while driving.
- Guarantee the availability of a specific parking spot in the location you selected.
- Assume any responsibility whatsoever for the consequences of not being able to park or delays associated with parking.
- This Site and mobile app are intended for personal, non-commercial use (except by Sellers and Developers in accordance with the applicable terms and conditions set forth below). You may not use robots or other automated means to access the app unless specifically permitted by MSIL. You represent that you are of sufficient legal age to create binding legal obligations for any liability you may incur as a result of your use of this Mobile app. You agree to promptly update your membership information (if applicable) in order to keep it current, complete and accurate.
- Please be aware that even if you do not give us your real name, your Web browser transmits a unique Internet address to us that can be used by law enforcement officials to identify you. Fraudulent users will be prosecuted to the fullest extent of the law.
- Permission is granted to electronically copy and print in hard-copy portions of this Site for the sole purpose of using this Site as a shopping resource. Any other use of materials or Content on this App, including reproduction for a purpose other than that, noted above without MSIL's prior written consent, is prohibited.
- Offer applicable only for the booking sites in Delhi NCR
- Offer applicable once per user
- Offer applicable for first 1000 users
- Offer not applicable for free booking sites



### **Cancellation and Refunds:**

1. In the event the user has been denied check-in at the parking location or is of the view that he/she has been over charged in respect of the parking he/she has booked, then he/she may raise a refund request via:
  - A. Call: 1800 102 1800
  - B. Email: [support.mobility@maruti.co.in](mailto:support.mobility@maruti.co.in)
  - C. In-app Support
2. Maruti Suzuki India Limited along with the parking partner will determine if the refund request is valid or not. After determining the validity of the request, the payment shall be processed from the Smart Parking portal.
3. No refund/ cancellation or any other resolution will be provided without parking partner's confirmation.
4. All refunds shall be processed in the same manner as they are received. Refund amount shall reflect in your account based on policies of respective banks and payment gateways. Maruti Suzuki India Limited shall not be responsible for any delays caused in case of any force majeure events which are beyond Maruti Suzuki India Limited's reasonable control.
5. The user hereby agrees and acknowledges that he/she may cancel the booking for a parking 6 hours prior to the booking date and time. The user may raise a request for cancellation by writing to [support.mobility@maruti.co](mailto:support.mobility@maruti.co) in 6 hours prior to the booking date and time.
6. The parking partner and Maruti Suzuki India Limited shall not cancel any booking for parking unless explicitly requested by the user with corresponding booking details.