

## TERMS OF USE - HOORA

HOORA TECHNOLOGIES PRIVATE LIMITED

Last Updated: November 2025

These Terms of Use ("Terms") govern your access to and use of the Hooraa platform, including the website ([www.hooraa.in](http://www.hooraa.in)), mobile application, and all services, products, and marketplace offerings ("Platform"). Hooraa Technologies Private Limited is a company incorporated in India (CIN: U50400MH2019PTC321924) with its registered office at Arihant Kohinoor, Trimurti Nagar, Nagpur, Maharashtra 440022, India ("Company" / "we" / "us" / "our").

By accessing, browsing, or using the Platform, you agree to be bound by these Terms and our Privacy Policy. If you do not agree, please do not use the Platform.

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### 1. DEFINITIONS AND KEY TERMS

"Account" means your registered user profile on the Platform.

"Hooraa Black" means the premium non-refundable subscription service with app mentioned validity, offering priority access and exclusive benefits.

"Hooraa Credits" means digital promotional credits representing a discount equivalent for eligible Hooraa purchases. Credits have no intrinsic monetary value, are non-transferrable, non-exchangeable for cash, and subject to expiry dates specified in your Account.

"Hooraa Marketplace" means the integrated online marketplace on the Platform where Hooraa and third-party sellers offer physical products and services.

"Insurance from Hooraa" means optional third-party vehicle insurance products available through the Platform for purchase.

"Order" means your confirmed booking for Services or purchase of Products through the Platform.

"Platform" includes the website, mobile application, and all digital interfaces operated by Hooraa.

"Products" means physical goods, consumables, packages, and merchandise sold through the Hooraa Marketplace or offered directly by Hooraa.

"Services" means doorstep car washing, grooming, detailing, and related automotive services facilitated through the Platform.

"Service Partner" or "Merchant" means independent third-party service professionals and sellers registered on the Platform.

"Third-Party Seller" means any independent seller, vendor, or service provider whose products or services are offered through Hoora Platform.

"User" / "you" means any person accessing or using the Platform and its offerings.

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## **2. ACCEPTANCE AND ELIGIBILITY**

2.1 Legal Agreement: By creating an Account, placing an Order, or using the Platform, you represent that you have read and agree to these Terms, our Privacy Policy, and all policies incorporated by reference.

2.2 Eligibility Requirements:

- You must be at least 18 years of age
- You must be a resident of India with a valid mobile number and address
- You must have legal capacity to enter contracts under the Indian Contract Act, 1872
- You must comply with all applicable laws in your jurisdiction

2.3 Minors: Users under 18 may access the Platform only under parental or legal guardian supervision, with the guardian agreeing to be bound by these Terms.

2.4 Business Use: If using the Platform on behalf of an organization, you represent that you are authorized to bind that organization to these Terms.

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## **3. PLATFORM STRUCTURE AND SERVICE NATURE**

3.1 Technology Intermediary: Hoora operates as a technology platform and marketplace connecting Users with independent Service Partners and Third-Party Sellers. Hoora does not directly provide services or sell products; it facilitates transactions between parties.

3.2 Services Scope: Services include car washing, interior cleaning, grooming, detailing, and related automotive care. Service availability and features are specified on the Platform.

**3.3 Products and Marketplace:** The Hooraa Marketplace offers physical products and services from Hooraa and Third-Party Sellers including but not limited to car care accessories, maintenance items, subscription packages, and insurance products.

**3.4 Third-Party Offerings:** Hooraa may offer third-party products or services (including insurance, or any other value-added products) through the Platform. These offerings are governed by the respective third party's terms and Hooraa's facilitation terms. Hooraa is not the primary service provider for such offerings.

**3.5 No Guarantees:** Hooraa does not guarantee availability of all Services or Products at all times, in all locations, or that they will meet your specific expectations.

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## **4. ACCOUNT REGISTRATION AND MANAGEMENT**

**4.1 Account Creation:** To use the Platform, you must register by providing accurate information: full name, valid mobile number, email address, vehicle details, and residential address.

**4.2 Account Security:** You are responsible for maintaining the confidentiality of your login credentials and for all activities under your Account. You must immediately notify Hooraa of any unauthorized access or use.

**4.3 Accurate Information:** You agree to provide truthful, current, complete information and promptly update it if circumstances change. False information may result in Account suspension or termination.

**4.4 One Account Per User:** You may maintain only one active Account. Duplicate or multiple Accounts may be merged, suspended, or terminated at Hooraa's discretion.

**4.5 Account Suspension/Termination:** Hooraa reserves the right to suspend or terminate your Account if you breach these Terms, engage in fraud, provide false information, have unsettled dues, or if required by law.

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## **5. GEOLOCATION AND LOCATION DATA**

**5.1 GPS and Location Consent:** By using the Platform to book Services, you explicitly authorize and consent to the collection, processing, and sharing of your precise GPS location data with Service Partners for service delivery and navigation purposes.

**5.2 Continuous Location Capture:** During service hours, Hooraa and Service Partners may capture your real-time location on a continuous or foreground basis to:

- Optimize service routing and delivery

- Ensure safety of Service Partners
- Verify service location accuracy
- Manage disputes and service quality

5.3 Location Sharing: Your location data is shared with assigned Service Partners solely for order fulfillment and service execution. This sharing is necessary for service delivery.

5.4 Disabling Location: You may disable location sharing through Platform settings; however, this will prevent booking or delivery of location-dependent Services. Hoorá will not be responsible for service unavailability due to disabled location.

5.5 Location as Sensitive Data: You acknowledge that location information is treated as sensitive personal data under the Digital Personal Data Protection Act, 2023 and Hoorá has obtained your explicit consent for its processing and sharing.

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## **6. BOOKING, ORDERING, AND SERVICE DELIVERY**

6.1 Placing Orders: You may place Orders for Services or Products by selecting the offering, providing relevant details, selecting a time slot (where applicable), and completing payment through the Platform.

6.2 Order Confirmation: Orders are confirmed only upon successful payment and receipt of a confirmation notification. Confirmation does not guarantee immediate execution; timing depends on Service Partner availability.

6.3 Service Assignment: Hoorá assigns Orders to Service Partners based on availability, location, distance, ratings, specialization, and operational factors at its sole discretion.

6.4 Estimated Timing: Service arrival times are estimates only. Actual timing may vary due to traffic, weather conditions, service load, or unexpected circumstances. Service Partners will notify you of significant delays.

6.5 Pre-Existing Damage: Hoorá and Service Partners are not responsible for pre-existing damage, dents, paint issues, rust, or wear and tear on your vehicle. By booking Services, you acknowledge your vehicle's condition and accept that Services do not address pre-existing damage.

6.6 Environmental Factors: Service quality may be affected by weather conditions (excessive heat, rain, humidity), vehicle parking location ambience, shade availability, surface condition, and environmental factors. Hoorá and Service Partners are not liable for service limitations due to these factors.

#### 6.7 User Obligations: You must:

- Provide clean water supply (unless specified otherwise for your service package)
- Provide electricity access where required
- Park the vehicle in a shaded, covered, or safe area suitable for service
- Ensure safe, accessible parking for Service Partners
- Remove all personal belongings, valuables, and accessories before service
- Be present or have an authorized representative available
- Provide accurate, complete location and access information
- Disclose any special vehicle conditions or requirements

#### 6.8 Service Refusal: Service Partners may refuse service if:

- The vehicle is parked in an unsafe, illegal, or inaccessible location
- Water or electricity is unavailable
- The vehicle is not as described during booking
- Safety conditions are inadequate
- User requirements cannot be met

In such cases, a full refund will be provided as Hoora Credits to your Account.

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## 7. PRICING, PAYMENT, AND BILLING

**7.1 Transparent Pricing:** All prices are displayed on the Platform before payment and include applicable GST unless explicitly stated otherwise. Prices vary by city, service type, vehicle category, time slot, and demand.

**7.2 Price Modifications:** Hoora reserves the right to modify pricing at any time. Changes apply only to future Orders; confirmed bookings retain their original pricing.

**7.3 Payment Methods:** We accept credit cards, debit cards, UPI, net banking, digital wallets, and other payment methods as available on the Platform.

**7.4 Third-Party Processing:** Payments are processed through third-party RBI-compliant payment gateways and aggregators. Hoora is not responsible for payment gateway failures, delays, processing errors, or third-party charges.

**7.5 Payment Card Storage:** Hoora does not store credit or debit card details. All card data is tokenized and processed exclusively by RBI-compliant payment partners. Hoora has no access to raw card information. The terms of these transactions are governed by the respective policies of the said payment partner.

**7.6 Advance Payment Requirement:** Full payment is required at booking unless otherwise specified for specific offerings.

7.7 Tax Invoices: GST-compliant tax invoices are provided after service completion or product delivery and are available in your Account.

7.8 Dynamic and Surge Pricing: Prices may vary based on demand, time of day, special occasions, location, vehicle type, and operational costs. Surge pricing, if applicable, is displayed before payment confirmation.

7.9 Declined Bookings Due to Payment Issues: Hooraa may deny or cancel future bookings if you have:

- Unsettled dues or outstanding payments
  - Disputed payments or chargebacks without valid justification
  - A history of refund abuse or payment manipulation
  - Failed payment attempts without resolution
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## **8. HOORAA CreditS PROGRAM**

8.1 Credit Nature and Value: Hooraa Credits are promotional digital credits representing discount equivalents for Hooraa purchases. Credits have no intrinsic monetary value, are not prepaid instruments or wallets under RBI regulations, and cannot be converted to cash.

8.2 Credit Issuance: Hooraa Credits may be earned through:

- Insurance purchases (up to 15% of insured service amount)
- Promotional campaigns
- Referral programs
- Loyalty rewards
- Platform incentives

8.3 Credit Redemption: Hooraa Credits can be redeemed only for:

- Hooraa Services (car washing, grooming, specialized services)
- Hooraa-branded Products through Hooraa Marketplace
- Future bookings or purchases on the Platform

8.4 Credit Restrictions: Hooraa Credits cannot be:

- Transferred to another Account or person
- Exchanged for cash or monetary value
- Used for third-party seller products or services
- Sold, gifted, or assigned to external parties
- Used outside the Hooraa Platform

8.5 Credit Validity and Expiry: Each Hooraa Credit issuance carries a specified expiry date. Expired Credits cannot be used or reinstated. Expiry dates are clearly communicated in your Account.

8.6 Promotional Credits: Credits issued through campaigns, promotions, or referrals are non-transferrable and subject to specific validity periods and redemption conditions. Promotional Credits may have additional restrictions.

8.7 Credit Forfeiture: Hoorá Credits may be forfeited if:

- Your Account is terminated
  - You engage in fraud or policy violation
  - Credits remain unused beyond the expiry period
  - Your Account is inactive for an extended period (as communicated)
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## **9. Insurance from Hoorá**

9.1 Insurance Availability: Optional vehicle insurance is available for purchase through the Platform. Insurance is provided by third-party insurers; Hoorá facilitates the purchase.

9.2 Insurance Benefit: When you purchase Insurance from Hoorá, up to 15% of the total insured service amount will be credited as Hoorá Credits to your Account on a monthly or per-service basis as specified.

9.3 Damage Claims: Any vehicle damage, dents, or issues during Service delivery must be claimed through your insurance policy.

9.4 Coverage Limitations: Insurance from Hoorá covers only specified vehicle damage as per the said insurance policy terms.

9.5 Uninsured Damage: Customers who do not have valid vehicle insurance bear full responsibility for any vehicle damage during service. Hoorá and Service Partners assume no liability for damage to uninsured vehicles.

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## **10. VALUABLES AND PERSONAL BELONGINGS**

10.1 Removal of Valuables: You must remove all personal valuables, belongings, documents, electronic devices, cash, and accessories from your vehicle before service commencement. This is a mandatory requirement for all Services.

10.2 No Liability for Loss or Theft: Hoorá and Service Partners shall not be liable for loss, theft, or damage to any personal belongings left inside the vehicle, irrespective of value or claimed worth. We assume no responsibility for recovery, compensation, or replacement of items left in the vehicle.

10.3 Acknowledgement: By booking a Service, you acknowledge and accept that you are solely responsible for all items in your vehicle and accept all risk of loss or damage.

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## **11. SERVICE PHOTOGRAPHY AND VIDEO CAPTURE**

11.1 Photo/Video Authorization: By using the Platform and booking Services, you authorize Service Partners and Hoorá to capture photographs and videos of your vehicle before, during, and after service delivery.

11.2 Purposes of Capture: Photos and videos are captured for:

- Safety documentation of vehicle condition
- Quality assurance and service verification
- Proof of service completion
- Before-and-after evidence
- Dispute resolution
- Fraud prevention
- Service improvement

11.3 Storage and Use: Captured media may be stored by Hoorá for up to 24 months and may be used for internal operations, customer support, dispute resolution, and compliance purposes. Media will not be publicly disclosed without your consent except as required by law.

11.4 Privacy of Sensitive Areas: Service Partners will not deliberately capture interior personal items, documents, or sensitive areas. However, incidental capture may occur.

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## **12. CANCELLATION POLICY**

12.1 User Cancellation Charges: Cancellation charges vary by service and time of cancellation and exact charges are displayed in the Platform before booking confirmation.

12.2 Company/Partner Cancellation: If Hoorá or Service Partner cancels:

- You receive a full refund as Hoorá Credits to your Account
- You may reschedule without additional charge
- Compensation or service credits may be offered at Hoorá's discretion

12.3 Force Majeure Cancellations: Services may be cancelled or postponed due to severe weather, natural disasters, pandemics, government orders, or unsafe conditions. Full refunds are provided as Hoorá Credits.

12.4 Mismatch Cancellations: Hooraa may cancel without refund if vehicle type, location, or details do not match what was provided during booking or if the vehicle cannot be located at the provided address.

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## **13. REFUND POLICY**

13.1 Refund Mode: All refunds are processed and credited as Hooraa Credits to your Account. Refunds are non-transferrable and subject to Hooraa Credits terms.

13.2 Processing Timeline: Refunds are initiated within 7-15 business days from cancellation or refund approval. Bank transfer timelines are beyond Hooraa's control.

13.3 Refund Eligibility:

- Service not delivered by Service Partner
- Service quality deficiency verified by Hooraa
- Cancellation within eligible timeframe
- Cancellation due to circumstances beyond User control

13.4 Refund Consent for Credit Payments: By completing a booking, you consent to receiving refunds in Hooraa Credits for cancellations or service failures. You accept Hooraa Credits as the default refund method for all applicable scenarios.

13.5 Exception to Credit Refunds: Refunds as cash reversals to your original payment method are provided only when legally required, including:

- Duplicate charge or double payment
- Payment gateway failure or error
- Unauthorized transaction or fraud
- Other scenarios mandated by RBI or payment processor regulations

13.6 Non-Refundable Items:

- Hooraa Black membership fees (non-refundable after purchase)
- Promotional credits or referral bonuses
- Expired Hooraa Credits
- Third-party product purchases (subject to third-party terms)

13.7 Refund Limitations: Maximum refund amount is limited to the Order value paid. Hooraa assumes no liability for consequential losses or damages.

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## **14. HOORAA BLACK MEMBERSHIP**

14.1 Subscription Terms: Hoor Black is a 12-month non-refundable premium subscription providing priority access, exclusive benefits, and service discounts as specified in the app.

14.2 Non-Refundable: Membership fees paid for Hoor Black are non-refundable under all circumstances after purchase, regardless of usage, satisfaction level, or circumstances.

14.3 Auto-Renewal: Hoor Black subscriptions auto-renew as per RBI e-Mandate guidelines. Pre-debit notifications are sent, and cancellation instructions are provided.

14.4 Benefit Modifications: Hoor reserves the right to modify membership benefits with reasonable notice. Modifications do not entitle refunds or compensation.

14.5 Transferability: Hoor Black membership is personal, non-transferrable, and cannot be gifted or assigned to other users.

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## **15. RECURRING PAYMENTS AND RBI E-MANDATE COMPLIANCE**

15.1 E-Mandate Authorization: When you purchase Hoor Black or any recurring/auto-renewing service, you authorize Hoor and its payment partners to set up an RBI-compliant e-mandate for recurring transactions.

15.2 RBI Guidelines Compliance: All recurring payments comply with RBI's e-mandate guidelines including:

- Transaction Limit: Individual recurring transactions are limited to ₹5,000. Transactions exceeding ₹5,000 require additional authentication with each payment.
- Pre-Debit Notifications: Pre-debit notifications are sent before each recurring charge is processed
- Cancellation Rights: You retain the right to cancel the e-mandate and recurring payment at any time

15.3 Cancellation of Recurring Payments: You can cancel Hoor Black or any recurring payment by:

- Contacting customer support
- Revoking the e-mandate through your bank's portal
- Disabling recurring payment in your Account settings

15.4 Modification of Mandates: You may modify recurring payment amounts or dates through Account settings or by contacting support.

15.5 Payment Processing: All recurring payments are processed on the date specified during subscription purchase or modification. Hooraa is not responsible for bank delays or processing failures by third-party payment processors.

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## **16. PRIVACY AND DATA PROTECTION**

16.1 Privacy Policy: Our Privacy Policy governs collection, use, and disclosure of your personal information. The Privacy Policy is integral to these Terms.

16.2 Hooraa as Data Fiduciary: Hooraa Technologies Private Limited is the Data Fiduciary under the Digital Personal Data Protection Act, 2023 (DPDP Act). We determine the purpose and means of processing your personal data.

16.3 Purpose of Data Processing: Personal data is collected and processed for:

- Booking and order fulfillment
- Service delivery and partner assignment
- Payment processing and transaction management
- Fraud detection and prevention
- Customer support and communication
- Service quality improvement and analytics
- Compliance with legal obligations
- Marketing and promotional communications (with consent)

16.4 Categories of Data Collected:

- Contact information (name, phone, email, address)
- Vehicle details (type, number, model, color, accessories)
- Location data (GPS coordinates, address, landmarks)
- Vehicle photographs (exterior, interior, damage)
- Payment information (tokenized card data)
- Transaction history and booking records
- Device information (app version, device type, IP address)
- Communication records (support chats, feedback, reviews)
- KYC information (if applicable for certain services)

16.5 Data Sharing with Partners: Specific personal data is shared with Service Partners and Merchants solely for order fulfillment:

- Location, vehicle details, contact number with Service Partners
- Service Partner acts as a Data Processor under the DPDP Act, bound by confidentiality and security obligations

16.6 Data Retention Period: Hooraa retains booking, transaction, and service data for 7 years for legal compliance, tax obligations, and dispute resolution. Location and

vehicle photos are retained for up to 24 months. Retention periods may be extended as required by law.

#### 16.7 Your DPDP Rights:

- Right to Access: Request access to your personal data held by Hoorā
- Right to Correction: Request correction of inaccurate or incomplete data
- Right to Erasure: Request deletion of your data after completion of purposes and retention period (subject to legal holds)
- Right to Grievance Redressal: File complaints regarding data processing

#### 16.8 Exercising Your Rights: To exercise any DPDP rights, contact

[legal@hoora.in](mailto:legal@hoora.in)

. Hoorā will respond within 7 business days as mandated by the DPDP Act.

16.9 Consent Withdrawal: You may withdraw consent for non-essential data processing by contacting support. Withdrawal of essential data consent (location, vehicle details) will prevent Service booking.

16.10 Grievance Officer: Hoorā has appointed a Grievance Officer to address DPDP-related complaints and grievances within the mandatory 7-day response window.

16.11 Communication Consent: You consent to receive communications via email, SMS, WhatsApp, push notifications, and phone calls regarding:

- Booking confirmations and updates
- Service delivery and completion
- Promotional offers and new services
- Important platform updates
- Customer support

You may opt out of promotional communications but cannot opt out of transactional or service-related messages.

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## 17. USER CONDUCT AND PROHIBITED ACTIVITIES

17.1 Lawful Use: You agree to use the Platform for lawful purposes and in compliance with all applicable laws and regulations.

17.2 Prohibited Activities: You shall not:

- Violate any laws, regulations, or intellectual property rights
- Provide false, inaccurate, or misleading information
- Impersonate any person or entity

- Engage in fraudulent activities, payment disputes, or chargebacks without valid cause
- Harass, abuse, threaten, or harm Service Partners or other Users
- Use the Platform for commercial purposes without authorization
- Attempt unauthorized access to Platform systems or data
- Use automated tools, bots, scripts, or scraping mechanisms
- Interfere with Platform operation or other Users' experience
- Copy, reproduce, or scrape Platform content
- Post offensive, defamatory, or illegal content
- Circumvent security or authentication measures
- Collude with Service Partners or other Users for fraudulent purposes

17.3 Consequences of Violations: Violation may result in:

- Immediate Account suspension or termination
  - Cancellation of pending Orders without refund
  - Forfeiture of Hooraa Credits and credits
  - Liability for damages
  - Legal action and reporting to law enforcement
  - Bar from future use of the Platform
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## **18. LIMITATION OF LIABILITY**

18.1 Intermediary Role: Hooraa is a technology intermediary and marketplace. Service Partners and Third-Party Sellers are independent contractors. While Hooraa maintains quality standards, actual service delivery and product quality are the responsibility of Service Partners and Sellers.

18.2 Vehicle Damage Liability: Hooraa is not liable for vehicle damage, malfunction, or defects during or after service and all such damages shall be covered by you through your vehicle insurance.

18.3 Maximum Liability Cap: Hooraa's total liability for any claim arising from a single Order or transaction is limited to the Order amount paid. In no event shall Hooraa be liable for:

- Indirect, incidental, or consequential damages
- Loss of profits, revenue, data, or business opportunity
- Service delays or non-delivery due to factors beyond reasonable control
- Acts or omissions of Service Partners or Third-Party Sellers
- Third-party claims or disputes
- Force majeure events
- Environmental or weather-related impacts

18.4 No Warranties: Services and Products are provided "as is" without warranties of any kind, express or implied, including warranties of merchantability, fitness for particular purpose, or non-infringement.

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## **19. INTELLECTUAL PROPERTY RIGHTS**

19.1 Platform Ownership: All Platform content, software, designs, graphics, logos, service marks, trade names, and intellectual property are owned by or licensed to Hoorra and protected under applicable laws.

19.2 Limited License: Hoorra grants you a limited, non-exclusive, non-transferrable, revocable license to access and use the Platform for personal, non-commercial purposes only.

19.3 Restrictions: You may not copy, modify, distribute, sell, or create derivative works from Platform content without written permission.

19.4 User Content: By submitting reviews, ratings, photographs, or feedback through the Platform, you grant Hoorra a perpetual, irrevocable, worldwide, royalty-free license to use, reproduce, modify, and display such content for Platform operations, marketing, and improvement purposes.

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## **20. INDEMNIFICATION**

You agree to indemnify, defend, and hold harmless Hoorra, its affiliates, directors, employees, and agents from all claims, liabilities, damages, losses, costs, and expenses (including legal fees) arising from:

- Your breach of these Terms
  - Your violation of any laws or third-party rights
  - Your misuse of the Platform
  - False information provided by you
  - Your negligence or misconduct
  - Claims by Service Partners or other Users related to your conduct
  - Your use of Products or Third-Party Services
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## **21. MODIFICATIONS AND AMENDMENTS**

21.1 Amendment Rights: Hoorra reserves the right to modify these Terms at any time in its sole discretion.

21.2 Notification of Changes: Material changes will be notified via email, in-app notification, or prominent Platform notice at least 30 days before effective date where feasible.

21.3 Acceptance of Changes: Continued use of the Platform after changes become effective constitutes acceptance of modified Terms.

21.4 Rejection of Changes: If you do not accept modifications, you may discontinue Platform use and terminate your Account.

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## **22. FORCE MAJEURE**

Neither party shall be liable for failure to perform obligations due to events beyond reasonable control including acts of God, natural disasters, pandemics, epidemics, government orders or restrictions, war, terrorism, civil unrest, strikes, or telecommunications failures, provided the affected party notifies the other promptly and makes reasonable mitigation efforts.

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## **23. DISPUTE RESOLUTION AND GOVERNING LAW**

23.1 Governing Law: These Terms are governed by laws of India without regard to conflict of law principles.

23.2 Jurisdiction: Exclusive jurisdiction over disputes lies with courts located in Nagpur, Maharashtra, India.

23.3 Amicable Resolution: Parties agree to first attempt amicable resolution of disputes through good faith negotiations for 30 days.

23.4 Arbitration: If unresolved, disputes shall be referred to arbitration under the Arbitration and Conciliation Act, 1996, with seat at Nagpur, single arbitrator, and English language.

23.5 Consumer Rights Preservation: Nothing herein waives your rights under the Consumer Protection Act, 2019. You retain the right to approach Consumer Disputes Redressal Commissions established under that Act.

23.6 Limitation Period: Any claim must be initiated within one year from the date the cause of action arises, except where otherwise required by law.

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## **24. GRIEVANCE REDRESSAL**

#### 24.1 Customer Support:

- Email: [legal@hoora.in](mailto:legal@hoora.in)
- In-App: Help & Support section
- Hours: 10:00 AM - 6:00 PM, Monday-Friday

#### 24.2 Grievance Officer (DPDP Compliance):

Name: Mohammad Osama Siddiqui

Email: [legal@hoora.in](mailto:legal@hoora.in)

Address: Hoora Technologies Private Limited, 1st Floor, Deva Dhore, Tatya Tope, Pratap Nagar, Nagpur-440015

24.3 Resolution Timeline: Hoora aims to acknowledge complaints within 24 hours and resolve within 7 business days. DPDP-related grievances receive response within the mandatory 7-day window.

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### 25. TERMINATION

25.1 User Termination: You may terminate your Account anytime by contacting customer support or through Account settings.

25.2 Company Termination: Hoora may suspend or terminate your Account immediately without notice if:

- You breach these Terms
- You engage in fraudulent or illegal activity
- You provide false information
- Your conduct harms the Platform, Hoora, or other Users
- You have unsettled dues or payment disputes
- Required by law or regulatory authority

25.3 Effect of Termination:

- Your access ceases immediately
  - Pending Orders are handled per individual status
  - Outstanding amounts remain payable
  - Hoora Credits may be forfeited
  - Survival provisions (indemnification, limitation of liability, dispute resolution, DPDP rights) continue to apply
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### 26. MISCELLANEOUS

26.1 Entire Agreement: These Terms constitute the entire agreement between you and Hoora regarding Platform use.

26.2 Severability: If any provision is held invalid, remaining provisions continue in full force.

26.3 Waiver: Our failure to enforce rights does not waive those rights.

26.4 Assignment: You may not assign your rights. Hooraa may assign to affiliates or successors.

26.5 No Partnership: Nothing creates partnership, joint venture, employment, or agency.

26.6 Notices:

Notices to Hooraa: [legal@hooraa.in](mailto:legal@hooraa.in)

Notices to you: registered email or phone.

26.7 Language: In case of translation, English version controls.

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## **27. COOPERATION WITH AUTHORITIES**

You acknowledge that Hooraa will cooperate with law enforcement, courts, and regulatory authorities by disclosing your information, Order details, or Account data as required or permitted by law.

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## **28. CONTACT INFORMATION**

Hooraa Technologies Private Limited

CIN: U50400MH2019PTC321924

Registered Office: 1st Floor, Deva Dhore, Tatya Tope, Pratap Nagar, Nagpur-440015

Email: [support@hooraa.in](mailto:support@hooraa.in)

Grievance:

[legal@hooraa.in](mailto:legal@hooraa.in)

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By accessing or using the Hooraa Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use.

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