



Terms & Conditions - Tribay Autos

Last Updated: 17th July 17, 2025

Legal Entity: Trike Mobitech Solutions Pvt Ltd

Brand Name: Tribay Autos

THIS TERMS & CONDITIONS AGREEMENT ("AGREEMENT") GOVERNS YOUR USE OF THE TRIBAY APP AND RELATED DIGITAL PLATFORMS PROVIDED BY TRIKE MOBITECH SOLUTIONS PVT LTD ("TRIBAY", "WE", "US", OR "OUR"). BY ACCESSING OR USING THE APP, YOU ("USER", "YOU", OR "YOUR") AGREE TO BE BOUND BY THIS AGREEMENT AND CONFIRM THAT YOU ARE AT LEAST 18 YEARS OF AGE. IF YOU DO NOT AGREE WITH THESE TERMS, YOU MUST DISCONTINUE USE OF THE APPLICATION IMMEDIATELY. THIS AGREEMENT HAS BEEN DRAFTED AND PUBLISHED IN ACCORDANCE WITH THE INDIAN INFORMATION TECHNOLOGY ACT, 2000 AND THE APPLICABLE RULES.

Disclaimer

Tribay Autos is a digital platform facilitating on-demand automobile repair and maintenance services by connecting vehicle owners with verified mechanics. While Tribay ensures high standards in technology and service facilitation, all field-level service execution is carried out by EngineBuddy Mobility Services Pvt Ltd ("EngineBuddy"), our exclusive TechOps partner. Tribay is not liable for service execution disputes, but shall assist in mediation.

Definitions

- **Tribay** refers to the mobile and web-based platform operated by Trike Mobitech Solutions Pvt Ltd.
- **EngineBuddy** refers to EngineBuddy Mobility Services Pvt Ltd, our partner responsible for on-ground service execution.
- **User** refers to any individual or business entity accessing or registering on the Tribay platform.
- **Service** refers to all repair, maintenance, and assistance services available via the Tribay platform.
- **PaaS** refers to Platform-as-a-Service, where Tribay enables bookings and digital workflows used by EngineBuddy.
- **Customer** refers to an individual or business registering to avail services for two- or three-wheeler vehicles.



Acceptance of Terms

By installing, accessing, or using Tribay's services, you accept this Agreement, our Privacy Policy, and all other linked policies. You consent to receiving communication through SMS, email, call, or app notifications related to your transactions and updates.

General Terms and Conditions

Tribay functions solely as a digital facilitator of vehicle service bookings and transactions. Service execution including mechanical inspections, repairs, or roadside assistance is the responsibility of EngineBuddy. Users are expected to cooperate during verification and service delivery. Any misuse, misrepresentation, or fraudulent activity may result in termination of access.

User Registration and Account

Registration is mandatory for availing services. You must provide accurate, current, and complete information during sign-up. You are responsible for maintaining confidentiality of your credentials and will be held liable for any unauthorized activity under your account.

Intellectual Property Rights

All content, logos, designs, data structures, user flows, service models, and trademarks displayed on the platform are the intellectual property of Tribay. Unauthorized use, reproduction, or distribution of any proprietary material is strictly prohibited.

Cookies, Location & Log Data

Tribay may use cookies, device identifiers, and location access for improving user experience, analytics, and safety. You authorize Tribay to collect and store device logs, location, and diagnostic data to ensure better service delivery and fraud prevention.

Use of Personal Data

We store and process personal information including name, vehicle details, contact information, and transaction records solely for platform operation, analytics, and performance enhancement. Sensitive data is secured using appropriate encryption standards as per The Indian Information Technology Act, 2000 (IT Act, 2000).

Third-party Communication & Promotions

We may share your non-sensitive data (e.g., location zone, service category) with our verified vendors, including EngineBuddy, for promotional or transactional purposes. You may opt out of promotional communication via email settings or through a request to our support team.



Data Retention and Deletion

Your personal data is retained for the duration of your account activity and an additional regulatory period (as applicable). You may request data deletion by writing to our support team. However, transactional data related to past services may be retained for legal compliance.

User Rights

Users have the right to access, update, correct, or request deletion of their personal information at any time. For any such request, please write to us at [support@tribay.in].

Communication Channels

You consent to being contacted by us or our partners via call, SMS, WhatsApp, email, or push notifications for service confirmations, OTPs, feedback, offers, or emergency communications.

Pricing of Services

All services listed on Tribay are subject to applicable pricing which may vary by service type, time, distance, and availability. Pricing shall be transparently displayed before booking confirmation. Tribay reserves the right to revise rates at any time.

Service Availability and Eligibility

Services are currently offered only for two- and three-wheeler vehicles, and availability is based on geographic coverage and mechanic availability. You may check serviceability using the app or website.

Prohibited Uses

Users may not use the platform for:

- Illegal or unauthorized activities
- Falsifying service needs or impersonation
- Harassment or abusive behavior toward field personnel
- Reverse engineering or tampering with the platform

Warranty and Limitations of Liability

Tribay does not provide any direct warranty on services delivered by EngineBuddy. While we strive to maintain high service standards, Tribay shall not be held liable for:

- Delays caused by third parties or force majeure
- Damages during physical repair services
- Miscommunication between the user and field technician



Breach and Indemnification

In the event of a violation of these terms, you agree to indemnify and hold harmless Tribay, its employees, and partners from any claims, damages, or legal consequences arising due to misuse of the platform.

Governing Law

This Agreement shall be governed by and construed in accordance with the laws of India. Jurisdiction for any legal proceedings shall lie exclusively in the courts of Maharashtra State.

Changes to the Policy

Tribay reserves the right to modify this Agreement at any time. Updated versions will be notified via app or email and will be deemed effective from the date of publication. Continued use of the platform post changes implies consent.

Payment Terms

All payments must be made in-app via supported payment gateways. Transactions are processed securely and receipts are generated digitally. Failure to pay or unauthorized chargebacks may result in service denial or legal action.

Service Cancellation & Refund Policy

Customers may cancel service bookings within a specified time before service allocation. If cancelled post technician dispatch or delay caused by the customer, cancellation charges may apply. Refunds, where applicable, will be processed within 7 working days.

Product Cancellation & Refund

For products such as spare parts or accessories ordered via Tribay, cancellation is permitted only before dispatch. In case of product defects, you may raise a return request within 48 hours of delivery. Refund or replacement will be initiated post quality check.

Contact Information

For any complaints, requests, or legal queries:

Trike Mobitech Solutions Pvt Ltd

CIN - U45100PN2025PTC243122

Email: support@tribay.in

Phone: +91 7887 874229

Registered Address: Sanchit Building, front of Prasad Hotel, Pune - Nashik Hwy, Near Sanjivani Hospital, Golden City, Sangamner, Ghulewadi, Maharashtra 422605 (India)

**User Consent**

By using this platform, you consent to the terms and practices outlined in this agreement, including data collection, processing, and information sharing required for service delivery and platform functionality.