

TERMS AND CONDITIONS

Raptee Energy Private Limited

Welcome to Raptee.HV. (the "Website") is owned and operated by Raptee Energy Private Limited ("Raptee.HV", "Company", "we", "us", "our"). The Website lets you learn about our electric motorcycles ("Vehicles"), book a test ride, book a bike, and access related content and services.

By accessing or using the Website in any way, you ("you", "your", "user") agree to be bound by these Terms and Conditions ("Terms"), along with our Privacy Policy and any other policy we refer to here. If you do not agree with these Terms, please do not use the Website.

We may update these Terms from time to time by posting the revised version on the Website. The updated Terms take effect as soon as they are posted, and your continued use of the Website after that means you accept the changes. We recommend you check this page periodically.

1. Eligibility and Your Declaration

By using the Website, you confirm and declare that:

- You are 18 years of age or older and have the legal capacity to enter into a binding contract under Indian law.
- You are accessing the Website from within India, and these Terms apply to your use of the Website in India.
- All information you give us, including during account registration, bookings, or test ride scheduling, is true, accurate, current and complete, and you are responsible for any consequences if it is not.
- You will keep your account login details confidential, and you are responsible for all activity carried out through your account.
- You will use the Website only for lawful purposes and will not use it for any fraudulent, unlawful or misleading activity.
- You have read and understood our Privacy Policy and consent to the collection, use and processing of your personal information as described there.
- If you book a test ride, you hold a valid driving licence and meet all legal requirements to ride in India.
- All intellectual property on the Website and its content belong to Raptee.HV or our licensors, and you will not copy, distribute, modify, scrape or commercially exploit it without our written permission.
- Vehicle specifications, range estimates, charging times and performance figures shown on the Website are indicative and may vary based on real-world conditions,

and you will independently verify that a vehicle suits your needs before booking or purchasing it.

- Your use of the Website will not cause harm or loss to us, and you agree to compensate us for any loss we suffer because you broke these Terms or misused the Website (see "Indemnity" below).

Continuing to use the Website means you accept these Terms and all policies referred to in them.

2. Use of Website Content

Everything on the Website including product descriptions, images, videos, blogs and articles, technical specifications, software and apps, user manuals, and marketing material -belongs to Raptee.HV, unless stated otherwise.

You may view and download content from the Website only for your own personal, non-commercial, dealer/distributor, or educational reference. You may not copy, print, share, reproduce, modify, scrape, reverse-engineer, or create derivative works from any content on the Website, and you may not use it for any commercial purpose. You may also not use any content from the Website to train artificial intelligence or machine-learning models, or for data mining of any kind.

We reserve all rights on the Website and its content that are not expressly granted to you under these Terms.

3. Intellectual Property Rights

All trademarks, logos, trade names, designs, patents, industrial designs and other proprietary technology shown on the Website are owned by Raptee.HV or licensed to us, and are protected under Indian law. Nothing on the Website grants you any licence or right to this intellectual property, beyond the limited permission described in clause 2 above.

If we find that you have copied, reproduced or otherwise misused our content or intellectual property, we may suspend or terminate your access to the Website and pursue civil or criminal legal action against you.

4. User Conduct & Rules

You may use the Website to browse Vehicle information, book a test ride, make a reservation, contact us, view career openings, read our policies, browse our blog, and subscribe to updates. Some features require an account; others do not.

While using the Website, you must not:

- Interfere with how the Website operates, try to bypass security measures, attempt unauthorised access, or test for vulnerabilities without our permission.
- Upload viruses, malware, ransomware or any other harmful code, or send spam.

- Copy, scrape, reproduce or commercially exploit any content, trademark, technical information or Vehicle data from the Website.
- Make speculative, fraudulent or duplicate Vehicle bookings or test ride requests.
- Collect personal information about other users without their consent.
- Misrepresent your identity or impersonate any person or entity.

If you break any of these rules, we may suspend or terminate your access and take legal action against you. You agree to compensate us for any loss that we, or any third party, suffer because of your conduct (see "Indemnity" below).

5. Vehicles, Pricing, Bookings and Test Rides

We aim to keep the Vehicle specifications, features, range estimates, charging times, performance data and pricing shown on the Website accurate. That said, your actual riding experience -including range, charging time and battery life -can vary based on real-world factors such as driving style, road and weather conditions, load, and battery age over time, so these figures should be treated as indicative.

Booking a test ride or reserving a Vehicle through the Website does not by itself guarantee delivery or completion of a purchase. It is subject to our acceptance, applicable eligibility checks (including a valid driving licence for test rides).

6. Third-Party Tools and Links

The Website may link to, or integrate with, third-party tools and services that we do not control -for example, payment gateways, financing or insurance partners, or platforms we use internally. We provide access to such tools "as is" and "as available", without any warranty, and we are not responsible for their content, accuracy or performance. Your use of any third-party tool or service is entirely at your own risk and is subject to that third party's own terms and policies, which you should review separately. (You can refer to the privacy policy for more information) Any complaint about a third-party product or service should be raised directly with that third party.

7. Delivery Policy

Once you confirm a Vehicle booking, we will share an estimated delivery timeline with you. This is an estimate, and the actual delivery date may change due to factors such as logistics, regulatory approvals, supply availability, or events beyond our reasonable control (see "Force Majeure" below). We will keep you informed of any material delay.

Vehicles are delivered to the address or dealership confirmed at the time of booking. Please inspect the Vehicle at the time of delivery and report any visible damage or discrepancy immediately. Risk in the Vehicle passes to you once delivery is completed and accepted. A delivery delay by itself does not entitle you to cancel a confirmed order, except as set out in our Refund Policy.

8. Disclaimer of Consequential Damages

To the maximum extent permitted under applicable law, the Company shall not be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, including loss of profits, revenue, business opportunities, goodwill, anticipated savings, data, or business interruption, arising out of or in connection with the use of the Website, Products, or Services, even if advised of the possibility of such damages.

9. Limitation of Liability

We are responsible for losses that directly result from our breach of these Terms or our negligence.

Subject to applicable law, our total liability to you for any claim arising from your use of the Website is limited to the amount you have actually paid us in connection with the matter giving rise to the claim. We are not liable for inaccuracies in website content, for third-party services we merely link to or integrate with, or for losses caused by your own misuse of the Website or breach of these Terms.

Please notify us of any claim as soon as reasonably possible after it arises; unreasonable delay in notifying us may limit our ability to investigate and may affect your claim. This limitation of liability also extends to our affiliates, directors, officers, employees, agents and service providers, and is a fundamental part of the basis on which we offer the Website.

Nothing in these Terms limits any liability that cannot be excluded under Indian law, including liability for fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence, or your statutory rights under the Consumer Protection Act, 2019.

10. Indemnity

You agree to indemnify Raptee.HV, and our affiliates, directors, officers, employees and agents, against any loss, damage, cost or claim (including reasonable legal fees) arising from your breach of these Terms, your misuse of the Website, or any third-party claim brought because of your conduct, content you post, or your violation of any law or third-party right.

11. Force Majeure

Neither party will be responsible for any delay or failure to perform an obligation under these Terms -such as Website availability, bookings, test ride scheduling, customer support, delivery timelines, software updates, or warranty services -if that delay or failure is caused by an event reasonably beyond that party's control. This includes, without limitation: natural disasters, fire or explosion, pandemics or epidemics, government action or restrictions, war, terrorism, civil unrest, riots, strikes, lockdowns, national emergencies, power outages, internet or telecommunications failures, cyberattacks (including denial-of-service attacks), and supply chain disruptions such as battery, semiconductor or raw material shortages, charging network disruptions, import or export restrictions, or regulatory approval delays -including where these affect our payment processors or cloud service providers.

If such an event occurs, the affected party's obligations will be suspended for as long as the event continues, neither party will be liable for the resulting delay, and the affected party will not be treated as being in breach of these Terms because of it. Each party will take reasonable steps to reduce the impact of the event and resume normal performance as soon as reasonably practicable.

Force majeure does not include a lack of funds, internal operational failures, employee shortages not caused by an external event, foreseeable business risks, or a party's own negligence or failure to maintain adequate systems. This clause does not affect your statutory rights as a consumer.

12. Severability

If any part of these Terms is found to be invalid, illegal or unenforceable by a court or authority, that part will be treated as removed or modified to the minimum extent necessary to make it valid, and the rest of these Terms will continue to apply in full.

13. Entire Agreement

These Terms, together with our Privacy Policy and any other policies or documents we refer to here (such as a warranty document and Refund Policy), make up the entire agreement between you and Raptee.HV about your use of the Website, and replace any earlier understanding on the same subject.

14. Governing Law and Jurisdiction

These Terms are governed by the laws of India. The Parties shall endeavour to resolve all disputes amicably through mutual consultation within fifteen (15) calendar days from the date the dispute is raised; Failing amicable settlement, the dispute shall be referred to arbitration under the Arbitration and Conciliation Act, 1996; The arbitration shall be conducted by a sole arbitrator appointed by mutual agreement of the Parties, in Chennai, India, in the English language; The courts located in Chennai shall have exclusive jurisdiction over all matters arising out of or in connection with this Agreement.

15. Grievance Officer

If you have any complaint or grievance about the Website or these Terms, please contact our Grievance Officer:

Name:

Designation: Grievance Officer

Email: grievance@raptee.com

We will acknowledge your complaint within 48 hours of receiving it and aim to resolve it within 30 days, in line with applicable Indian consumer protection law.

16. Contact Us

For any other questions about these Terms, please raise a ticket or write to us at contact@raptee.com or 2/850, Mugalivakkam Main Road, Mugalivakkam, Chennai, Tamilnadu 600125.