

## USED VEHICLE BUYING PROCESS AT DROOM

### About Used Vehicle Buying Process

Droom has developed a simple and intuitive process through which the buyer gets curated experience of buying a used vehicle. It enables the buyers to submit their vehicle requirements and receive recommendations from Droom as per the preferences set by them. Our 21<sup>st</sup> Century AI driven algorithm automatically narrows down the buyer's hunt of his favorite vehicle by allowing to see the relevant vehicles only as per his requirement. Also, the buyer gets the end-to-end assistance from a dedicated Relationship Manager ("RM") in buying the desired vehicle. Summing up the whole process, it is also known as 'Requirement, Match & Buy' at Droom.

A Vehicle Match goes through all aspects for buyer protection by Droom: Verified Seller; Verified Documents; Verified and finally negotiated price; Tentative date and time of delivery; 20-30 additional parameters for buyer protection. This is done to provide the best buyer experience.

During this program, the Buyer can raise up to 5 requests out of the total vehicles matching the requirements. There is no subscription or any kind of fee, not even a validity period to place requests on the vehicles. Out of those 5 requests, buyer will be entitled to get one favorite vehicle reserved for a stipulated period, which shall be discussed and decided between the RM and the buyer. within which he/she will have to pay a fraction as Token Amount to place an order on the reserved vehicle.

### How to avail this Service?

Download the Droom app or visit the Droom website/mobile site

- a. Link to Download Android App: <https://play.google.com/store/apps/details?id=in.droom>
- b. Link to Download iOS App: <https://apps.apple.com/us/app/droom-buy-sellautomobiles/id975174518?ls=1>
- c. Website/ Mobile Site Address: <https://droom.in>, Click on 'Create Requirement'
- d. Website/Mobile Site Address: <https://droom.in/buy>

### Terms of Use

1. Submit requirements or search existing listings from India's Largest Vehicle Database.
2. Start receiving matches according to your given requirements or find what you like or need from existing listings.
3. Droom uses its latest technologies and know-how of the expert teams to find the Vehicle Matches against each requirement of the buyer, however, if any specific requirement is not available, the next matching available option will be shown as the Similar Match.
4. Raise up to 5 requests on the vehicles you wish to buy and get personalized buying assistance from your RM without making any payment.
5. From those 5 requested vehicles, get a vehicle of your choice reserved for the stipulated time. In other words, we will hold the vehicle for you until the stipulated reservation time, so that no one else can book it till the reservation period ends.
6. To place the order on your reserved vehicle, pay a fraction of the Selling Price as 'Token Amount' within the stipulated reservation time.

7. Once the token amount is paid, the RM or someone from Droom's Closing Team will contact the buyer for the subsequent process related to the closure of transaction and vehicle delivery.
8. The RM will assist the buyer in closing, delivery, insurance, payment, loan, RTO documentation, etc.
9. Buy and receive the vehicle at your doorstep.
10. A deal will be deemed as Completed when buyer makes the final payment to the seller, both buyer and seller execute the closure documents, and seller hands over the vehicle to the buyer.

### **Money Back Guarantee/ Refund of Token Amount**

The Token Amount paid by the buyer is covered under the Money Back Guarantee Program which allows the buyer to be eligible for a full refund in case a refund claim is raised using the website/app features within the stipulated time period. Below are the terms applicable in case of a refund request :-

1. Droom's refund policy is applicable on the Token Amount (a Fraction of Selling Price) but not on the complete value of the vehicle or any other amount paid by buyer during the transaction.
2. Droom may refund the amount in the shape of store credits or via cheque or any other payment instruments deemed appropriate by Droom from time to time.
3. Droom may change/alter/cancel the refund policy under this program at any given point of time without any prior notice to the buyer.
4. Droom shall have the sole liberty to decide whether to initiate refund as per buyers request at its sole discretion. Droom will not be liable for any loss/damages incurred by the buyer in case of refund not provided for any reason(s) whatsoever and the buyer fully indemnifies Droom for all losses/damages/legal costs that the buyer might incur or the buyer incurs in case the buyer initiates any action/proceedings against Droom. All related costs (including legal expenses and attorney fees) shall be borne solely by the buyer.

### **Other Terms**

1. If Droom has suspicion or knowledge, that any of its buyer and seller are involved in any activity that is intended to provide claims or information that is false, misleading or not genuine, then Droom may while reserving its rights to initiate civil and/or criminal proceedings against member and may also at its sole discretion suspend, block, restrict, cancel the display name and/ or account of such buyer and seller and /or disqualify that user and any related users from availing protection through this program or availing any other remedy through the platform/website owned and operated by Droom.
2. Droom reserves its right to initiate civil and/or criminal proceedings against a User/buyer who files invalid and/or false claims or provides false, incomplete, or misleading information. In addition to the legal proceedings as aforesaid (total cost of which shall be borne by the buyer), Droom may at its sole discretion suspend, block, restrict, cancel the display name [and its related display names] and/ or account of such User and/or disqualify that User and any related users from availing protection through this program. Any person who, knowingly and with intent to injure, defraud or deceive, files a fraudulent complaint containing false, incomplete, or misleading

information may be guilty of a criminal offence and will be prosecuted to the fullest extent of the law.

3. In case of transaction of vehicles, the following further conditions will also be applicable:
  - a. buyer and seller are responsible to follow all the rules and regulations prescribed by RTO.
  - b. buyer and seller will be responsible for any vehicle insurance required by law.
  - c. All additional costs involved for transferring, registration and other services shall be borne by the buyer.
4. Buyer should perform his/her own due diligence while meeting the seller and testing the vehicle and documents, Droom does not take any responsibilities of the vehicle condition, authenticity, or validity of documents.
5. Full transaction is considered closed once the buyer and seller meet and complete their obligations.
6. Buyer is responsible for reaching out to the seller and coordinating the transaction closure process. Droom solely acts as a platform for connecting the buyer to sellers and Droom in any manner will not be responsible to the buyer in case of any issues related to transactions between the buyer and the seller.
7. Droom in no way shall be responsible in any manner whatsoever for any loss/damages/any obligations arising out of this Buying model on offer or the Droom website.
8. Buyer will solely be responsible for procuring any documentation(s) that is required by law at his/her own cost. Droom will not be responsible in any manner for procuring/providing any document(s) for the buyer at the time or after the transaction is over between the buyer and the seller.
9. Droom is not responsible for: (a) lost, misdirected, late, incomplete, or unintelligible entries/information or for inaccurate entry information, or by any technical or human error that may occur; (b) any printing or typographical errors on the website; (c) any error in the operation or transmission, theft, destruction, unauthorized access to, or alteration of, entries, or for technical, network, telephone, computer, hardware or software, malfunctions of any kind, or inaccurate transmission of, or failure to receive any entry information on account of technical problems or traffic congestion on the Internet or on the Website; or (d) injury or damage to any computer or mobile resulting from downloading any materials in connection with the services on offer by Droom; or (e) for any reasons beyond the control of Droom.
10. Buyer fully indemnifies Droom its , employees, directors, agents, representatives and other suppliers related to Droom for all losses/damages/legal costs that the buyer might incur or the buyer incurs in case the buyer initiates any action/proceedings against Droom in lieu of its services and/or on any related concern on the website and/or Droom in general. All related costs (including legal expenses and attorney fees) shall be borne by the buyer.
11. The vehicle will not be shipped by Droom unless mentioned explicitly otherwise in writing.
12. There may be additional costs involved for transfer, registration and other related services which the buyer shall incur solely at his/her own cost.
13. The invalidity or unenforceability for any reason of any part of these Terms & Conditions shall not prejudice or affect the validity or enforceability of the remaining parts and each part of these Terms & Conditions is distinct and at all times severable from the rest of the Terms & Conditions.
14. Droom's decision shall be final and binding on the buyer - In case of any concerns, the buyer may contact the Droom's dispute resolution team for any issues.

15. Above mentioned terms & conditions shall be construed in accordance with the applicable laws of India. Any or all disputes arising out of this Subscription model on offer shall be subject to the exclusive jurisdiction of the courts of Gurugram only.
16. These Terms and conditions shall form a part and parcel of the Terms of Use of Droom.in and in case of any discrepancy between these terms and conditions and the Terms of Use of Droom.in, the Terms of Use of Droom.in shall prevail over these terms and conditions.