

This Anti-microbial Treatment Solution ("**Germ Shield Silver**") and the service (**Hereinafter referred as "Service"**) is brought to you (**Hereinafter referred as "You" /"Your" / "Buyer"/"User"**) by Droom Technology Private Limited (**Hereinafter referred as "Droom"**)

Disclaimer:

"Please note that this anti-microbial treatment solution ("GermShield Silver") has proven effective on droplet-based viruses. Droom does not assume any liability for effectiveness or accuracy of the Services rendered by any of its technicians/vendors and quality of the Services and accuracy of claims made are at the sole risk/liability of the technicians/vendors"

Service Disclaimer:

"Due to high demand of this Service, there can be a delay in the fulfillment of the Service. However, Your order will be attempted to be fulfilled within 24 hours". Droom will not be liable for any delay in Services or any kind of damages which You may incur in case the Service is delayed.

More about this Service:

1. The anti-microbial solution (Germ Shield Silver) Service for Your vehicle/elevators/facilities (which includes Home, office spaces and other facilities) will provide 99.99% germ kill protection via its transparent coating on the surface.
2. The efficacy of the treatment is valid for 3 months.
3. Post Service efficacy cannot be guaranteed in case high-pressure cleaning equipment, shampoo, hard polish, abrasive cleaners are used for cleaning the Germ Shield Silver treated surfaces. dips
4. The Service is available in select cities which shall be updated solely on Droom's discretion
5. The Service can be availed all 7 days between 9 AM to 6 PM.
6. The Service appointment and time slot to be confirmed by vendor post order confirmation.
7. Droom shall not be responsible if the ATP machine is not calibrated or has technical glitch on its part.
8. The ATP Swab Test or Contamination Test must be conducted by Droom's Germ Shield Silver certified technician.
9. Buyer must bear the cost of contamination test and treatment in case of any wrong claim or misrepresentation is found by Droom.



Terms and Conditions:

- a. This is an ongoing Service provided by Droom and Droom reserves the right to discontinue with this Service without any prior information to You at its sole discretion.
- b. This Service cannot be combined with any other services or offers on <http://www.Droom.in> ("Website").
- c. Droom at its own discretion may ask for more information/documentation on email or on call before processing Your order.
- d. Droom reserves the right to cancel Your order and refund You the amount of any specific order at its sole discretion without providing any explanation/reason (s) to You whatsoever. Droom may take upto five (05) business days in case of a refund of Your order.
- e. In case of any promotional activity by Droom on the Services, Droom may provide You with a discount coupon through the Website or on call or email or any other source as Droom may deem fit at its sole discretion for availing the Services listed on the Website. Each coupon can be availed only once per User on Services the coupon code is intended for. No additional discounts will be provided by Droom to You. Further, the coupon cannot be combined with any other offer or services active on the Website.
- f. The Buyer can cancel the order within three (03) hours ("Cancellation Period") before the selected delivery time slot of the Service. After the Cancellation Period is over or if field visit happens by Droom's Eco Ninja Technician', the Buyer will not be able to cancel the order and the money deducted shall be nonrefundable to the Buyer. No correspondence directly by the Buyer will be entertained once delivery is confirmed. The decision of Droom is final and binding in this regard.
- g. Though in its best endeavor, Droom ensures that the technicians/vendors providing the Services will be in their best of health and will take all necessary precautions and measures including but not limited to wearing proper safety suits, masks and other safety gear for providing the said Services but Droom disclaims any liability in any manner with regard to the general health of any of its technicians/vendors providing the Services and does not assume any liability in this regard. Further, Droom will not be liable in any manner whatsoever, for any health ailment, disease or any other loss or risk of any nature that may occur to any of its Users/ You while availing the Services or while being in contact with any of the technician(s)/vendors rendering the Services.
- h. Further, Droom will not be liable for any loss of property, damage to You or to any of the technicians/vendors vehicle, any accidents in which the technician/vendor might be involved, any fines imposed during or after the lockdown period, any issues arising out of the equipment's used for the Services and any health-related issues of its technicians/vendors related to this Service.
- i. Droom does not assume any liability for any losses, damages of any nature whatsoever suffered by You by use of the Services and will not be liable for the services rendered by the technicians/ vendors.
- j. Further, Droom does not warrant or guarantee that after the Service, You or Your vehicle will be free from all viruses and will not be liable or held liable in case You or any of Your relatives/colleagues/neighbors/known persons are infected or show signs of any virus or any other disease post the Service.
- k. Further You shall indemnify and hold harmless Droom/ Website, its owner(s), licensee(s), affiliates, subsidiaries, and their respective officers, directors, agents, and employees, technician and vendors from any claim or demand, or actions including reasonable attorneys' fees, made by any third party or penalty imposed due to or arising out of the Services and any health issues You or any of Your relatives/colleagues/neighbors/known persons maybe suffering from at the time of procuring the Services.



- l. Droom's decision in any/ all disputes of any Buyer in relation to this Service shall be final and binding on the Buyer and Droom further disclaims all liabilities in regard to this Service. In case of any genuine dispute which arises between Droom and the Buyer which is proven in the favor of the Buyer, the maximum liability of Droom will be the amount paid by the Buyer for that specific order.
- m. Droom owns and operates this Service and **(Germ Shield Silver)** is solely and exclusively owned and operated by Droom. Droom reserves the right to take appropriate legal action solely at Your cost in case of any dispute in relation to the intellectual property rights/ trademark or copyrights issues of **(Germ Shield Silver)**.
- n. Droom may at it's sole discretion change/modify or alter the terms of these Terms and Conditions without prior notice to You.
- o. This Service can be booked with online payment method only. However, the payment post service delivery can be made through online payment options.
- p. The terms and conditions of this Service are governed by Indian laws and any dispute shall be submitted to the exclusive jurisdiction of courts at Gurugram
- q. This Service is valid only on Website and Droom mobile application
- r. For any Support, please contact Droom's Customer Care at: **9650 08 08 08**

How to avail the Service:

- a. Visit **<https://droom.in/germshield/silver>** or get the Droom app
- b. For further queries or instant booking, please reach out to us on our Hotline number **9650 080808**

