

Terms and Conditions

These Terms and Conditions (“**Terms**”) govern your access to and use of the **Scrappy** mobile application (“**App**”), operated by **Scrappy Innovations Pvt. Ltd.** (“**Company**”, “**we**”, “**our**”, or “**us**”). By downloading, installing, registering, or using the App, you agree to be legally bound by these Terms. If you do not agree with any part of these Terms, you must not use the App.

1. Acceptance of Terms

By creating an account or using any service offered through Scrappy—including scrap collection, cleaning services, waste-management product e-commerce, and local taxi hiring—you confirm that you have read, understood, and agree to comply with these Terms. You also agree that your use of the App is subject to our Privacy Policy, which forms an integral part of these Terms.

2. Eligibility

You must be at least **18 years old** to create an account or use Scrappy services. By using the App, you represent that you have the legal capacity to enter into this agreement and that all information you provide is accurate, complete, and current.

3. User Account Responsibilities

To access certain features, you will be required to create an account. You are responsible for maintaining the confidentiality of your login credentials and for all activities that occur under your account. You agree not to share your password with others or allow unauthorized access. If you suspect any unauthorized use, you must notify us immediately.

You agree to provide accurate personal, contact, and service-related information at all times. The Company is not responsible for failed service delivery due to incorrect details provided by the user.

4. Services Provided Through the App

Scrappy offers multiple services including scrap collection, cleaning services, product purchases through the e-commerce section, and local taxi hiring. These services may be provided directly by the Company or through authorized partners, agents, or service providers. The availability of specific services may vary based on your location.

All bookings, orders, or service requests made through the App are subject to confirmation, availability, and acceptance by the Company or by respective service partners.

5. User Obligations

By using the App, you agree:

- To use the services only for lawful purposes.
- To provide accurate pickup, delivery, or service location details.
- To maintain respectful behavior with service providers, drivers, or cleaning staff.
- Not to misuse, exploit, or interfere with the App or its services.
- Not to engage in fraudulent activities, false bookings, or abuse of any service.

Any violation of these obligations may lead to suspension or termination of your account without notice.

6. Service Partner Responsibilities

Scrappy works with verified scrap collectors, cleaners, taxi drivers, and delivery agents. While we ensure that all partners are trained and authorized, each partner is responsible for the actual execution of the service. Performance, timing, and service quality may depend on the partner assigned.

The Company is not liable for any misconduct, delays, damages, or disputes arising between users and service partners, though we will assist in resolving issues reported to our support team.

7. Pricing, Payments & Billing

Prices for services and products may vary based on type, location, availability, and demand. All prices shown in the App are subject to taxes or fees where applicable.

Payments may be made through available digital payment methods, cash, or other modes supported by the App. We use third-party payment gateways, and by making a payment you agree to their terms and policies as well.

We do not store any financial information such as credit/debit card numbers.

8. Cancellations and Refunds

Service cancellations may be subject to cancellation charges based on timing and service type. Refund eligibility for cancelled services or defective products will follow the Company's Refund & Cancellation Policy, which will be provided within the App or on the Company website.

The Company reserves the right to cancel service requests at any time due to unavailability, safety concerns, incorrect information, or other valid reasons.

9. Booking and Service Timelines

All time slots, pickup windows, and service durations displayed in the App are indicative and may vary. External factors such as traffic, climate, or technical issues may cause delays. The Company shall not be held liable for such delays, though reasonable efforts will be made to ensure timely service.

10. Prohibited Activities

Users are strictly prohibited from:

- Using the App for any unlawful or harmful activities.
- Tampering with the App's code, security features, or backend systems.
- Misusing services for profit, manipulation, or unauthorized resale.
- Harassing or threatening service providers or staff.

Violation of these rules may result in permanent account termination.

11. Intellectual Property Rights

All content in the App—including logos, branding, text, images, designs, and software—is the exclusive property of Scrappy Innovations Pvt. Ltd. You are not permitted to copy, modify, distribute, reverse-engineer, or use any part of the App for commercial purposes without written permission from the Company.

12. Limitation of Liability

The Company provides the App and its services on an “as-is” and “as-available” basis. We do not guarantee uninterrupted service, accuracy of data, or error-free operation. To the fullest extent permitted by law, the Company is not responsible for any direct, indirect, incidental, or consequential damages arising from:

- Use or inability to use the App
- Delays or service disruptions
- Actions of third-party service providers
- Loss of data or unauthorized access

Your use of the App is solely at your own risk.

13. Indemnification

You agree to indemnify and hold harmless Scrappy Innovations Pvt. Ltd. and its employees, partners, and affiliates from any claims, damages, losses, or liabilities arising out of:

- Your use or misuse of the App
 - Violation of these Terms
 - Disputes with service partners
 - Fraudulent or illegal activity conducted through your account
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14. Termination of Account

The Company may suspend or terminate your account at any time, without prior notice, for violating these Terms, engaging in fraudulent activities, causing harm to service providers, or for any reason deemed appropriate. You may also deactivate your account at any time through the App or by contacting support.

15. Changes to These Terms

We may update or modify these Terms periodically. Any changes will be posted within the App along with the date of the latest revision. Continued use of the App after such changes signifies your acceptance of the updated Terms.

16. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of India. Any disputes arising under these Terms shall be subject to the jurisdiction of courts located in **Ernakulam, Kerala**.

17. Refund & Cancellation Policy

Last Updated: [Insert Date]

At Scrappy Innovations Pvt. Ltd. (“Scrappy”, “we”, “our”), we strive to ensure a smooth and reliable experience across our scrap collection, cleaning services, e-commerce product sales, and taxi hiring features. This Refund & Cancellation Policy explains how cancellations, refunds, and related issues are handled for each type of service.

You may cancel a service or product order through the App before it has been confirmed or dispatched. Once a booking is accepted by a service provider—such as a scrap collector, cleaner, delivery agent, or taxi driver—cancellation may incur a fee to compensate the assigned partner for their time and travel. In cases where a service provider has already reached your location, full service charges may apply.

Refunds for cleaning services, scrap pickup services, and taxi bookings are processed only when the cancellation is caused by system errors, unavailability of service providers, or operational issues from our side. Refunds are not applicable when the user enters incorrect address details, delays service providers intentionally, or misuses booking features.

For product purchases made through the e-commerce section, refunds are issued only for defective, damaged, or incorrect items. Once a product is opened or used, it is generally not eligible for return unless there is a manufacturing defect. Return requests must be submitted within **48 hours** of delivery, and the product must remain in original packaging.

Approved refunds will be processed to your original method of payment within **7–10 business days**, depending on bank and payment gateway processing times. Cash refunds are not provided under any circumstances.

18. Shipping & Delivery Policy

Scrappy provides delivery services for waste management and cleaning products ordered through the App as well as pickup and drop services for scrap collection, cleaning staff, and taxi

bookings. Delivery timelines depend on your location, product availability, traffic conditions, and service partner availability.

For product purchases, estimated delivery dates will be displayed in the App at the time of checkout. While we make every effort to meet these timelines, delays may occur due to logistics constraints, weather conditions, or unforeseen operational issues. We will notify you through the App or SMS if a delay is expected.

All scrap pickups and cleaning service personnel are dispatched based on the time slot selected during booking. You must ensure your presence at the service location during the scheduled window. For taxi bookings, real-time pickup updates will be provided through the App.

If a delivery or service attempt fails due to your unavailability, unreachable contact number, or incorrect address, you may be charged a reattempt fee. Products will be delivered only to the address specified in your order, and ownership of goods transfers to you upon successful delivery.

19. Service Partner Agreement

This Service Partner Agreement (“Agreement”) outlines the terms under which scrap collectors, cleaners, taxi drivers, delivery agents, or other service personnel (“Partners”) engage with Scrappy Innovations Pvt. Ltd.

Partners agree to provide services professionally, safely, and in compliance with all applicable laws. They must maintain courteous behavior, punctuality, and integrity while interacting with users. Partners are responsible for ensuring that the information they provide—such as identification, vehicle documents, and bank details—is accurate and updated.

Partners acknowledge that they operate as independent contractors. Scrappy does not guarantee minimum earnings, employment benefits, or exclusive work opportunities. Partners have full responsibility for their tools, vehicles, personal conduct, and safety while performing services.

Scrappy may assign service requests based on availability, location, user ratings, or performance metrics. Partners must accept bookings only when they can fulfill them within the expected timeline. Misconduct, fraudulent actions, misuse of user data, refusal to complete assigned services, or violation of company policies may lead to suspension or termination from the platform.

Payments owed to Partners will be settled as per the payout schedule communicated by Scrappy. Partners must comply with tax obligations, insurance requirements, and legal responsibilities associated with their profession.

Scrappy reserves the right to modify commission rates, payout structures, and operational guidelines at any time, with prior notice provided through the App or email.

20. Legal Disclaimer

The Scrappy mobile application, along with all services and content provided through it, is offered on an “as-is” and “as-available” basis. While Scrappy Innovations Pvt. Ltd. strives to deliver accurate information and reliable services, we do not guarantee uninterrupted access, real-time accuracy, or error-free operation of the App.

Scrappy is not responsible for any losses, damages, or liabilities that arise due to delays, system outages, technical errors, or actions of third-party service providers including scrap collectors, cleaners, taxi drivers, or delivery personnel. Users acknowledge that service outcomes may vary based on external factors such as traffic, weather, partner availability, or unforeseen operational challenges.

Information displayed in the App—such as pricing, timings, product descriptions, or service details—may be updated or corrected at any time without prior notice. Scrappy is not liable for discrepancies caused by typographical errors, outdated details, or third-party data sources.

Users and service partners are advised to exercise reasonable caution during service interactions. Scrappy shall not be held liable for any personal injury, damage to property, or disputes arising between users and partners. In cases of misconduct, fraud, or safety concerns, users should report the incident immediately through the App or customer support.

To the fullest extent permitted by law, Scrappy Innovations Pvt. Ltd. disclaims all warranties—express or implied—related to merchantability, fitness for a particular purpose, or non-infringement. Use of the App signifies acceptance of these disclaimers and limitations.