



## Terms and Conditions- SSRC Marketplace App

**Effective Date:** 24<sup>th</sup> July 2025

Welcome to **SSRC Marketplace**, a mobile application owned and operated by **SSRC LOGISTICS PRIVATE LIMITED**, a company registered under the Companies Act, 2013, with CIN **U63000GA2020PTC014618** and registered office at **SHREE SHYAM ROAD CARRIER, Plot No. PFS-1, Kundai Industrial Estate, Ponda, Goa, India – 403115** ("SSRC Logistics", "we", "our", or "us").

These Terms and Conditions ("Terms") govern your use of the SSRC Marketplace app ("App"). By accessing, registering, or using the App, you agree to be bound by these Terms.

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### 1. Definitions

- **User** refers to any individual or business that registers or uses the app, including brokers, transporters, and fleet operators.
- **Platform** refers to the SSRC Marketplace mobile application.
- **Bidding** refers to the process where users quote prices for transporting listed loads.
- **Services** include load posting, bidding, vehicle allocation, real-time tracking, payment visibility, and other logistics-related features.

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### 2. Eligibility

To use this App:

- You must be at least 18 years old.
- You must have the authority to enter into a binding contract on behalf of yourself or the entity you represent.
- You must provide accurate, truthful, and up-to-date information during registration.

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### 3. User Obligations

By using the App, you agree to:

- Maintain the confidentiality of your login credentials.
- Provide accurate business and personal information.
- Comply with applicable transport, tax, and commercial regulations.
- Do not use the platform for illegal activities or post false information.
- Not engage in fraudulent bidding or withdraw bids without valid reasons.

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### 4. Load Posting & Bidding

- SSRC Logistics may post loads requiring transportation.
- Registered users can submit bids with their price and vehicle availability.
- Once a bid is accepted, the bidder is obligated to execute the transport as agreed.
- Cancellation or failure to fulfil obligations may result in suspension or penalties.

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### 5. Payments & Charges

- Payment terms, if applicable, will be communicated with each booking.
- SSRC Logistics may charge service fees or commissions as agreed with vendors.
- All payments must comply with Indian tax regulations including GST where applicable.
- Loading and unloading charges, if any, will be payable as actuals unless otherwise agreed.

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### 6. Data Usage

- We may collect and use your personal data as outlined in our [Privacy Policy].
- By using the app, you consent to such collection and usage.
- Users can request data deletion by emailing **Marketplace@ssrc.co**.

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### 7. Intellectual Property

All content, logos, trademarks, UI/UX, and software components of the SSRC Marketplace are the exclusive property of SSRC Logistics. You may not copy, reverse-engineer, reproduce, or distribute any part of the App without express written permission.

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## 8. Prohibited Activities

Users shall not:

- Upload malicious code, spam, or attempt unauthorized access to the app or servers.
  - Manipulate or interfere with bids or misrepresent service capabilities.
  - Use the app in violation of any applicable laws or third-party rights.
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## 9. Suspension & Termination

SSRC Logistics reserves the right to suspend or terminate any user account:

- For breach of these Terms
- For misuse or fraudulent activity
- On account of repeated bidding defaults or service issues

Users may also delete their account by writing to **Marketplace@ssrc.co**.

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## 10. Disclaimers

- The App is provided on an "as-is" basis. While we strive for accuracy and uptime, SSRC Logistics does not guarantee uninterrupted service or that the app will be error-free.
  - SSRC Logistics is not responsible for delays, damages, or losses arising from third-party service providers or transporters.
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## 11. Limitation of Liability

To the maximum extent permitted by law, SSRC Logistics shall not be liable for any indirect, incidental, or consequential damages arising from:

- Use or inability to use the App
  - Errors or inaccuracies in bidding
  - Delays in transport or logistics operations
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## 12. Indemnity

You agree to indemnify and hold harmless SSRC Logistics, its affiliates, directors, and employees from any claims, losses, liabilities, or legal expenses arising out of:

- Your use or misuse of the App
- Violation of these Terms
- Violation of third-party rights

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### 13. Governing Law & Jurisdiction

These Terms are governed by the laws of India. Any disputes shall be subject to the exclusive jurisdiction of the courts in **Goa, India**.

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### 14. Changes to Terms

SSRC Logistics reserves the right to update these Terms at any time. Continued use of the App after changes indicates your acceptance of the revised Terms.

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### 15. Contact Information

For support, queries, or grievances, contact us at:

**Email (General):** [info@ssrc.co](mailto:info@ssrc.co)

**Email (Account deletion/Privacy):** [Marketplace@ssrc.co](mailto:Marketplace@ssrc.co)

**Company Name:** SSRC Logistics Private Limited

**Registered Address:** SHREE SHYAM ROAD CARRIER, Plot No. PFS-1, Kundaim Industrial Estate, Ponda, Goa, India – 403115

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