
TERMS AND CONDITIONS

1. Introduction

Exponent Express Private Limited, a company incorporated under the Companies Act, 2013, having its registered office at Sy. No. 114 and 115, Khata No. 2606 and 2606/115, Kammasandra Village, Attibele Hobli, Aneka Taluk, Electronics City, Bangalore, Bangalore South, Karnataka, India-560100 (hereinafter “**Company**,” “**we**,” “**us**,” or “**our**”) owns and operates the website <https://exponent-one.com/> (referred to as the “**Platform**”). These terms and conditions (“**Terms**”) along with our Privacy Policy, Grievance Redressal Policy, and other applicable policies on the Platform shall govern your usage of the Platform and the services provided therein. For the avoidance of doubt, it is hereby clarified that the term “**User**”/ “**you**” shall include any person or entity that accesses or uses the Platform, including consumers, financial institutions, regulated entities, data partners, service providers, and any other authorised partners.

By accessing, browsing, or using any part of the Platform, you agree, undertake and confirm to be bound by these Terms. In the event you do not agree to any part of the Terms, you may not use the Platform.

We hereby inform you that these Terms are in compliance with all applicable laws and regulations, as amended from time to time, including but not limited to the Reserve Bank of India ‘s Directions on Digital Lending (“**DLG Directions**”), Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 and Information Technology Act, 2000 (“**Applicable Laws**”). These Terms constitute an electronic record generated by a computer system and do not require any physical, electronic, or digital signature.

2. Eligibility and User Account

2.1. User Eligibility

We hereby clarify that in order to avail the services provided by us and to use the Platform, the User shall be:

- (a) a natural person who has attained the age of majority;
- (b) is legally competent to enter into a contract under the laws of India; and
- (c) is a resident of India.

Any User who does not meet the aforesaid requirements, is not permitted to use the Platform.

2.2. User Account

The User’s access to the Platform is subject to the User completing the registration process by providing accurate, complete, and up-to-date information, including User’s name, email address, mobile number, and any other information as may be requested by the Platform.

The User hereby represents and warrants that the information provided by the User at the time of registration and thereafter is true, accurate, and not misleading.

The User must promptly update the Platform regarding any change to their registration details.

The User shall be solely responsible for maintaining the confidentiality and security of your account credentials, including any one-time passwords (OTPs) or authentication details that may be generated for the purpose of registration or during the usage of the Platform.

The User acknowledges that the User shall be responsible for all activities carried out in the User's account or by the User, whether authorised or unauthorised. In the event the User suspects or becomes aware of any unauthorised access to, or misuse of, its account, the User must notify us immediately at contactus@exponent-one.com.

We reserve the right to suspend or terminate your account, without prior notice, if any information provided by you is found to be false, inaccurate, incomplete, misleading, or if We reasonably believe that Your account is being misused. You must promptly update your details on the Platform in the event of any change in your registration details.

2.3. Account Termination

We reserve the right to suspend or terminate your account and your access to the Platform at any time, with or without notice, if any information provided by you is found to be false, inaccurate, incomplete, misleading or if we reasonably believe that your account is being misused or if you violate these Terms, breach any Applicable Laws, or engage in conduct that we deem inappropriate or harmful. Upon termination, you will lose access to all account data, messages, and materials stored on the Platform. Certain provisions of these Terms will survive termination, including indemnification, limitation of liability, and governing law provisions.

3. Services

3.1. Lending Service Providers

We act as a lending service provider on behalf of the Regulated Entities, as defined under the DLG Directions. We do not approve, underwrite, or disburse loans directly. We provide services including assistance in customer acquisition and servicing, application processing, KYC assistance, and repayment facilitation as permitted by DLG Directions. All loans are sanctioned and disbursed solely by our lending partners.

We make no representations or warranties regarding the financial products, loans, or services provided by our lending partners. Notwithstanding anything contained in these Terms, we hereby clarify that we shall not be held responsible for any default, charges, interest rates, or actions of our lending partners.

3.2. Other Services

We also provide other services such as:

- a. leasing the electric vehicle kits to the Customer for conversion of their existing CNG/LPG vehicle into an electric vehicle by installation of battery related assets provided by the original equipment manufacturer;
- b. providing a resale market for the retrofitted vehicles; and
- c. other ancillary or value-added services that may be introduced by the us on the Platform, from time to time.

We hereby reserve the right to modify, add, remove or alter the services provided by us on our Platform at any time without any prior notice to you. However, in the event any material changes are made to the services provided by us, the User will be informed of such material changes through email. Your continued use of the Platform following such notification shall indicate your acceptance of the modified services.

4. Your Obligations and Prohibited Activities

4.1. Obligations

The User hereby agrees to read and understand all loan documents, Key Fact Statements, terms and conditions, and policies provided by us or our lending partners before signing or agreeing to them.

4.2. Prohibited Activities

The User agrees, undertakes and confirms that the User shall not:

- a. use the Platform for any unlawful purpose or to facilitate illegal activities;
- b. provide false, fraudulent, or misleading information;
- c. harass, abuse, threaten, or intimidate any of our representatives;
- d. attempt to gain unauthorized access to the Platform or any computer systems connected to it;
- e. upload malware, viruses, or any harmful code that could damage the Platform;
- f. reverse engineer, decompile, or modify any part of the Platform;
- g. use data mining, bots, or automated tools to scrape data from the Platform;
- h. copy, reproduce, or distribute the contents connected to or displayed on the Platform without our prior written consent;
- i. violating our intellectual property rights or those of any third party's;
- j. using the Platform to spy on or collect information about other Users;
- k. interfering with the normal functioning of the Platform; or
- l. use the Platform from outside India without prior written consent.

Upon discovering any prohibited activity, we reserve the right to immediately disable or remove such content, restrict your access, terminate your account, and pursue legal action against you.

5. Communication and Consent

5.1. Communication Methods

By registering on the Platform, you consent to receive communications from us through email, SMS, WhatsApp, phone calls, push notifications, or other electronic means in relation to our services, Platform usage, customer support, operational updates, regulatory notices, and other information that may be relevant to your interaction with the Platform.

We hereby inform you that any information or data that may be required by us for processing your loan application, KYC verification, mandate registration, or for sharing your data, will be obtained by us only upon obtaining your explicit, purpose-specific consent. Such consent shall be governed by our consent policy, available on our Platform at <https://exponent-one.com/> and Applicable Laws.

5.2. Do Not Disturb (DND) Numbers

In the event that you have registered your phone number on the 'Do Not Disturb' registry with your mobile network provider, you agree to take all steps to enable and allow our representatives to contact you in relation to the services availed by you or the services offered by us. You hereby agree to not lodge any complaints with the telecom authorities regarding calls or any form of communication received from us or our authorized representatives. However, you may exercise the option to opt out of receiving such communications anytime by following the unsubscribe instructions in the message or by reaching out to us directly.

6. Intellectual Property Rights

We inform you that all the content on the Platform including designs, graphics, text, logos, images, videos, audio, and software are the exclusive property of the Company or our licensors. You are granted a limited, non-exclusive, non-transferable, revocable license to access and use the Platform solely for personal, non-commercial purposes in accordance with these Terms.

The User agrees, confirms and undertakes to not download, reproduce, distribute, modify, adapt, translate, or reverse engineer any part of the Platform or its content without our prior written consent. The User further agrees, confirms and undertakes to not frame or re-display any portion of the pages of the Platform.

We further inform you that any material that is submitted by the User to us (including documents, feedback, suggestions, or information) shall be considered to be our property and we may use them for any purpose including service improvement, marketing, and product development without any prior notice to the User.

7. Third Party Links and Services

The Platform may contain links to third party websites and applications. We hereby clarify that we shall not be held responsible for the content, accuracy, or privacy practices of these third party websites. We do not endorse or make any representations about the services provided by such third parties. Your usage of third-party websites is entirely at your own risk and is governed by their terms and conditions. We recommend that you should review the privacy policies and terms of such third party's websites before providing any information or availing any services.

You acknowledge that we are coordinating with third party service providers including lending partners, insurance companies, KYC verification agencies, and credit bureaus to provide relevant services to you.

It is hereby clarified that all insurance related services and benefits offered on the Platform are provided by licensed insurance companies in compliance with Applicable Laws, and such services shall be governed solely by the terms and conditions of the respective insurance policies. We hereby inform you that we do not underwrite, issue, or assume any insurance risk.

We are not responsible for their acts, omissions, or failures to perform. Any disputes with third parties should be addressed directly with them.

8. Data Handling and Credit Information

8.1. Credit Information Access

By applying for a loan or by availing any of our services, the User provides its express consent to us, access User's Credit Information Report (CIR) from Credit Information Companies on its behalf and on behalf of our lending partners, in accordance with Applicable Laws. It is hereby clarified that the User's credit information shall only be accessed or used by us for evaluating the User's loan eligibility, servicing the loan or for providing other relevant services. We further confirm that we will not retain, aggregate, reproduce, or share the User's credit information beyond what is necessary for the stated purposes.

8.2. Data Storage and Security

All your personal data is stored on secure servers located within India. We implement encryption, access controls, regular security audits, and other measures to protect your data from unauthorized access. We will not share your data with third parties except as required for processing the loan, providing the services or as mandated by law. We do not store sensitive biometric data unless permitted under Applicable Laws.

8.3. Data Retention and Deletion

We hereby inform you that we will retain your information only for as long as necessary to provide the relevant services, resolve any disputes, or until you withdraw your consent, whichever occurs earlier, and in accordance with the Digital Personal Data Protection Act, 2025 and the Digital Personal Data Protection Rules, 2025, unless retention of such information is required to comply with Applicable Laws. We further inform you that you shall

have the right to request deletion of your personal data at any time, subject to legal and contractual obligations. Deletion will be processed within 7 (seven) to 15 (fifteen) business days of your request, provided you have no active services with us.

9. Payment and Refunds

We do not collect any application fees or service fees from you for loan facilitation through our Platform. Any fees charged are only by our lending partners for their financial products and are clearly disclosed in the Key Fact Statement. You must read and understand all terms and conditions related to fees, charges, interest rates, processing fees and penal charges before availing the loan.

In the event any additional or erroneous payment is made by you, we will process a refund within 30 (thirty) days after reconciliation of accounts. Any claims for refund shall be reported to us within 30 (thirty) days of making such payment.

10. Modifications to Terms and Platform

We reserve the right to modify, update, amend, or revise these Terms at any time. Any changes made to the Terms will be effective immediately upon updating the Terms on the Platform. However, in the event any material changes are made to the Terms, we will inform you of the same *via* email. Your continued use of the Platform shall amount to your acceptance of the modified Terms. It is hereby clarified that you shall be responsible for reviewing the Terms periodically for any updates.

We also reserve the right to modify, suspend, or discontinue any part of the Platform or services at any time without any liability to you.

11. Indemnification

You agree to indemnify, defend, and hold harmless the Company, its directors, officers, employees, agents, partners, and subsidiaries from any and all claims, damages, liabilities, costs, and expenses (including legal fees) arising out of or in relation to your:

- a. use or misuse of the Platform or services;
- b. violation of these Terms;
- c. violation of any Applicable Law, regulation, or any third party rights;
- d. any false or misleading information provided to us;
- e. infringement of our intellectual property rights; or
- f. breach of any agreement with lending partners.

We reserve the right to assume exclusive defense and control of any matter for which you are required to indemnify us. You agree to cooperate fully in our defense and settlement.

12. Disclaimer and Liability Limitations

12.1. Service Provided As-Is

The Platform and all services, products, and content are provided on an 'as is' and 'as available' basis without any warranties of any kind, express or implied. We expressly disclaim all warranties including merchantability, fitness for a particular purpose, and non-infringement.

We make no warranty that:

- a. Platform will be uninterrupted, error-free, timely, or secure;
- b. results obtained from using the Platform will be accurate or reliable;
- c. any defects will be corrected or that the Platform will meet your specific requirements;
- d. your loan application will be approved or that you will receive favorable loan terms;
- e. third party service providers, if any engaged by us, will perform their services satisfactorily; or
- f. information about third parties on the Platform or any information that may be provided by such third parties will be accurate or complete.

12.2. **Limitation of Liability**

Notwithstanding anything to the contrary contained herein, or in any other terms and conditions or letter, deed or agreements entered into between the Company and the User, neither the Company nor its directors, officers, employees, agents, partners, subsidiaries, or affiliates shall be liable for any indirect, incidental, special, consequential, punitive, or exemplary damages, including but not limited to damages for loss of profits, revenue, data, goodwill, use, or other intangible losses, arising out of or related to any force majeure event or the User's usage of the Platform or the services provided by the Company, even if advised of the possibility of such damages.

The Company shall not be responsible for defaults or lapses in the loan provided to you, delayed disbursements, or any actions that may be taken by the relevant lending partners against you. The Company shall not be responsible for any technical issues, service interruptions, or data loss that may be suffered by the User. The Company further informs you that the Company shall not be liable for any default that may be committed by the borrower in relation to the loan availed from the lenders/ financial institutions and such lenders/ financial institutions shall have the exclusive right to initiate proceedings against such borrower. It is further clarified that the Company shall not be held liable in the event any transaction does not materialise or is not completed, or for any failure to perform its obligations under these Terms or in relation to the services, to the extent such failure is caused by a force majeure event. In such circumstances, the Company's obligations shall stand suspended for the duration of the force majeure event.

It is hereby clarified that, in no event shall our total liability exceed the amount actually paid by the User to the Company, if any.

13. **Dispute Resolution and Governing Law**

13.1. Grievance Redressal

In case of any complaint or dispute, you must first contact our Grievance Redressal Officer using the details in our [Grievance Redressal Policy](#). We will attempt to resolve all complaints within the timeframes specified in that policy. If you are not satisfied with our resolution, you can escalate to the Reserve Bank of India through the Complaint Management System at <https://cms.rbi.org.in/> or through physical mail to the address specified in our Grievance Redressal Policy.

13.2. Governing Law and Jurisdiction

These Terms shall be governed by the laws of India. You agree to submit to the exclusive jurisdiction of the courts located at Bangalore, Karnataka, India for resolution of any disputes.

13.3. Monitoring and Enforcement

We have the right to monitor the Platform and User's activities to verify the accuracy of information, detect violations, and ensure compliance with these Terms and Applicable Laws. We may access and review your account information, communications, and activities for these purposes. Upon discovering violations, we may disable content, restrict access, or terminate your account. We may also share information with governmental authorities as required or permitted by law. You expressly consent to such monitoring.

13.4. Feedback and Suggestions

By submitting feedback, suggestions, or ideas regarding the Platform or services, you grant us an unrestricted, irrevocable, worldwide license to use such feedback for any purpose including service improvement and product development without compensation to you. We are under no obligation to keep such feedback confidential.

13.5. Contact and Support

For any questions or support related to the Platform or these Terms, please contact us at:

Email: contactus@exponent-one.com

Phone: +91 7899637008

Address: Site No 611/612, 15th Main, 15th Cross Rd, Sector 4, HSR Layout, Bengaluru, Karnataka 560102

Hours: 09.30 AM to 7:00 PM, Monday to Friday except public holidays

For grievance redressal, please refer to our [Grievance Redressal Policy](#) and contact the Grievance Redressal Officer using the details provided therein.

14. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable by a court of competent jurisdiction, such provision shall be severed and the remaining provisions shall continue in full force and effect.

15. Entire Agreement

These Terms, together with our Privacy Policy, Grievance Redressal Policy, and other policies available on the Platform, constitute the entire agreement between you and the Company regarding your use of the Platform and supersede all prior agreements, understandings, and negotiations. We may modify the contents of the Platform without prior notice.

By using the Platform, you acknowledge that you have read, understood, and agree to be bound by all these Terms. If you do not agree with any part of these Terms, please do not use the Platform.

Last Updated: January 19, 2026