

Client Terms and Conditions of The Auto Hub by SpareWo (U) Ltd

1. Definitions

- "AutoHub" refers to SpareWo Limited, its employees, agents, and affiliates.
- "Customer" refers to the individual or entity requesting services from AutoHub.
- "Services" include car repairs, maintenance, spare parts supply, and any other work done by AutoHub.

2. Scope of Work

- AutoHub will perform services as agreed upon with the Customer.
- AutoHub may subcontract services to third-party providers.
- AutoHub will use reasonable care to ensure quality workmanship.

3. Payment Terms

- The Customer shall pay a deposit of 60% of the total sum billed prior to commencement of the repairs and the outstanding 40% shall be due upon completion of services.
- Late payments incur a 2% monthly interest charge.
- In the event that during the performance of the agreed upon services, extra services are required, AutoHub shall seek the consent of the Customer and upon obtaining the consent, shall proceed to raise a bill for the additional services rendered.
- Accepted payment methods: cash, credit cards, and mobile money.

4. Warranty and Liability

- AutoHub warrants services for 3 months or 5,000 km, whichever comes first.
- AutoHub will, however, without prejudice to its right hereunder, correct all faults in goods or services carried out by it and occurring by reason of its default or negligence and shown to be such to the AutoHub's satisfaction.
 - AutoHub is not liable for damages arising from:
 - Customer error or neglect.
 - Customer miss information on repair history.
 - Pre-existing conditions.
 - Force majeure events.
 - Misuse or accident, using the vehicle for racing, rallying or similar sport
 - Failure to adhere to maintenance instructions regarding the care, treatment or upkeep of the repaired vehicle system.
 - Failure to notify AutoHub of the defect.
 - Where Autohub contracts to carry out a service, AutoHub's liability shall be limited to the performance of such services.

5. Customer Obligations

- Provide accurate information about the vehicle and its history of repairs
- Ensure the vehicle is available for scheduled services.
- Notify AutoHub of any changes or concerns.

6. Use of Client's Vehicle:

- AutoHub and its employees and agents are expressly authorized to use the Customer's vehicle on the highway and elsewhere for all purposes in connection with the work outlined. AutoHub undertakes to take reasonable care of the vehicle so used.

7. Risk/Delay

- Components, fittings and contents are left with the Company entirely at the Customer's risk. The Company shall in no circumstances be liable for loss or damage thereto or for delay in

completing service or repairs unless the same is caused by the negligence or default of the Company, its employees or agents.

8. Lien

- The customer acknowledges that the Company has a legal lien upon any vehicle or vehicles left with the Company for supply of goods and services for all monies due from the customer on any account.

9. Dispute Resolution

- Disputes will be resolved through arbitration in accordance with Ugandan law.
- The arbitration process will be conducted by a single arbitrator.

10. Governing Law

- These Terms and Conditions are governed by Ugandan law.

11. Limitation of Liability

- AutoHub's liability is limited to the value of the services provided.
- In no event will AutoHub be liable for consequential or indirect damages.

12. Indemnification

- The Customer indemnifies AutoHub against any claims, damages, or expenses arising from:

- Customer error or neglect.
- Breach of these Terms and Conditions.
Any problems that arise beyond the scope of work to be done.
- Any problems that arise due to misinformation by the client

13. Privacy Policy

- AutoHub will maintain confidentiality of Customer information.
- AutoHub may use Customer information for marketing and promotional purposes.