

## General Terms and Conditions of SlicePay

### Terms and Conditions

PLEASE READ THESE TERMS OF SERVICE CAREFULLY. BY ACCESSING THE SLICEPAY PORTAL OR USING THE SLICEPAY SERVICE, YOU AGREE TO BE BOUND BY THE (1) SLICEPAY TERMS OF SERVICE, AND (2) SLICEPAY PRIVACY POLICY. IF YOU DO NOT AGREE WITH THESE TERMS, PLEASE DO NOT ACCESS THE SLICEPAY PORTAL OR USE THE SLICEPAY SERVICE. THE HEADINGS CONTAINED IN THIS AGREEMENT ARE FOR REFERENCE PURPOSES ONLY. YOU SHOULD PRINT A COPY OF THIS AGREEMENT FOR YOUR RECORDS.

#### 1 What are you agreeing to?

##### 1.1 The Parties to this Agreement

These terms of service describe a contractual relationship ("Agreement") between you ("you" or "your") and Garage Preneurs Internet Pvt. Ltd. ("SlicePay," "we," "us," "our"), regarding your use of this web site [www.slicepay.in](http://www.slicepay.in) and a mobile application (collectively "the Portal"), your use of the "Buy with SlicePay" service as described below, and your access to your SlicePay account information and service through the Portal (together, the "SlicePay Services" or "Services").

##### 1.2 Who are We?

"Buy with SlicePay" is a closed-end instalment loan product offered by its authorised financing partners through SlicePay's technology platform, which allows you to buy goods or services ("Products") offered by online merchants and e-wallets with whom SlicePay partners ("Merchants").

##### 1.3 Changes to this Agreement

SlicePay may unilaterally decide to change this Agreement from time to time, provided, however, that such changes will not impose additional obligations on you with respect to actions you took before the change became effective unless you specifically agree to such changes (for example by clicking on the "Pay Now" button below the updated agreement). If this Agreement is changed, SlicePay will give notice to users by posting a new version of this Agreement on the Portal 7 days before that version becomes effective. If SlicePay makes any changes to this Agreement that it deems to be material, SlicePay will make a reasonable effort to inform you of such changes, but it is your responsibility to review the Agreement posted to the Portal from time to time to see if it has been changed.

##### 1.4 Representations, Warranties and Undertakings

1. You represent that you are above 18 years of age and this Agreement is a legal, valid and binding obligation on you, enforceable against you in accordance with its terms.  
You agree to use the Services only for purposes that are permitted by: (i) this Agreement; and, (ii) any applicable law.
2. You acknowledge and agree that SlicePay is entitled to remove any / all the information on the Portal that is in contravention of the provisions of this Agreement.

3. You understand that SlicePay does not provide any warranties for its Services and shall not be made liable for any claims made by you or any third party, and in this regard, you undertake to accept and be solely liable for the Services availed by you from SlicePay. You further undertake to indemnify and hold harmless SlicePay, its affiliates and their respective directors, officers, employees, agents and representatives against all damages suffered or losses incurred by SlicePay arising due to any act, omission or claim initiated by you or any third party in relation to the Services availed by the you.

## 1.5 Enquiry

You hereby authorize SlicePay, on behalf of the Financing Partner, to make any enquiries with any other finance company / bank / registered credit bureau regarding your credit history with them.

## 1.6 DND

You hereby express your intent to know through telephonic calls, or SMS on your mobile number mentioned in the application form or any other alternate number of yours as well as in this undertaking, or through any other communication mode, various SlicePay loan offer schemes or loan promotional schemes or any other promotional schemes and hereby authorize SlicePay and its employee, agent, associate to do so. You confirm that laws in relation to the unsolicited communication referred in “National Do Not Call Registry” (the “NDNC Registry”) as laid down by Telecom Regulatory Authority of India will not be applicable for such communication/calls/SMS received from SlicePay, its employees, agents and/or associates.

## 2 How SlicePay will serve you?

### 2.1 The Service

Subject to risk assessment conducted by SlicePay on you, SlicePay shall choose a suitable financing partner for you (“Financing Partner”) and facilitate execution of the loan agreement between the Financing Partner and you so that you may purchase the Products utilising such funds. While SlicePay shall make reasonable efforts to ensure that you find a suitable financing partner, SlicePay does not guarantee the same to you.

If you agree to use "Buy with SlicePay, you may be required to, if applicable, pay a token amount as down payment to SlicePay at the time of purchase of the Product, along with a nominal service charge (details provided below). The Financing Partner will fund the remaining cost owed to the Merchant in exchange for your promise to repay the same amount plus a finance charge as determined by the Financing Partner based on your creditworthiness. An approved limit shall be sanctioned to you by the Financing Partner, details of which shall be available on your SlicePay account. Subject to this credit limit, you may be permitted to obtain disbursements from the Financing Partner to buy the Products, by confirming the disbursal amount and other terms and conditions of the disbursal (as determined by the Financing Partner), on the Portal. In cases where the partner website is running an interest free offer, the finance charges will be borne by the partner website and will not be paid by you.

SlicePay shall provide to you the following facilities (“Services”):

1. to facilitate the agreement between the Financing Partner and you with regard to obtaining the approved limit for you to purchase Products from the Merchants (“Loan Agreement”);
2. to make the payment on your behalf to the Merchant for the Product purchased using the down payment made by you (if applicable) and the funds offered by the Financing Partner as loan;
3. to collect equated monthly instalment (as determined by the Financing Partner) from you in order to forward it to the Financing Partner in relation to the loan you have obtained;
4. to create and maintain your accounts in relation to the Products purchased, loan availed and interest and principal repayments for such loan, on the Portal.

SlicePay is the technology and operating partner to its financing partners. As a service provider, SlicePay is fully responsible for communicating, transacting and processing on behalf of its financing partners. At no point, SlicePay is representing itself as a lending company. Please refer to your Loan Agreement for details on your contract with the Financing Partner.

SlicePay reserves the right to add new functionalities, remove existing functionalities or modify existing functionalities to its Services as and when it deems fit and at its sole discretion.

## 2.2 List of Authorised Financing Partners.

SlicePay has tied up with financial partners to ensure you get the best financing options. Please refer below for our complete list of financing partners,

1. CHAITANYA RURAL INTERMEDIATION DEVELOPMENT SERVICES PRIVATE LIMITED
2. DMI FINANCE PRIVATE LIMITED
3. APHELION FINANCE PRIVATE LIMITED

## 2.3 Cancelling Transactions

Loan approval process is as per the discretion of the Financing Partner. SlicePay may choose not to provide Service to you or to specific Merchant sites at any time (even after execution of the loan agreement with a financing partner) for any reason, including but not limited to, your creditworthiness, your history of transactions on our Portal, the Merchant's account history or any other reason. SlicePay may cancel transactions at any time before a Merchant delivers any goods or services if you violate any term of this Agreement.

## 2.4 Collecting Information About You

The Privacy Policy as provided in <https://slicepay.in/privacy> shall be treated as part of this Agreement. You undertake that you shall carefully read through the Privacy Policy and shall strictly comply with the terms of the Privacy Policy.

By using the Portal or SlicePay Services, you authorize SlicePay, directly or through third parties, to make any inquiries we consider necessary to validate your identity and to collect information about you in accordance with our Privacy Policy. This may include asking you for further information that will allow us to reasonably identify you, requiring you to take steps to confirm ownership of your email address or financial instruments, or verifying your information against third party databases or through other sources. We may also ask you for identifying documents to help us

validate your identity. SlicePay reserves the right to close, suspend, or limit access to your account and/or the Services in the event we are unable to obtain or verify this information.

You agree to provide unconditional and absolute consent to SlicePay to use and share the information provided by you in relation to the Services. SlicePay shall take all reasonable steps to ensure that the information received from you is secure, and is accessible only to the relevant persons.

SlicePay shall not be liable in case you breach any terms or conditions provided under the Privacy Policy. You shall also be liable to indemnify and hold harmless SlicePay, its affiliates and their respective directors, officers, employees, agents and representatives to the extent of any and all damages suffered or incurred by SlicePay in relation to such breach.

## 2.5 Credit Investigation and Reporting

By using the SlicePay Service, you give SlicePay, on behalf of the Financial Partner, permission to investigate your credit record and obtain your credit report in connection with the review of your application for credit. A credit report may also be requested in connection with a credit extension, credit limit request, account renewal, account collection action or dispute investigation. You understand that SlicePay or its financial partners will report data your account to credit bureau agencies. In case you repay late or default on your repayments, this will have an adverse impact on your credit score hampering your chances of getting loans in the future.

## 2.6 Collection

You agree to allow SlicePay, on behalf of the Financing Partner, to send you payment reminders from time-to-time. You also agree that if you fail to pay an amount owed to SlicePay or the Financing Partner pursuant to this Agreement or the Loan Agreement, SlicePay may engage in collection efforts to recover such amounts from you. These collection efforts may involve, inter alia, contacting either you directly or any other contact details provided by you at the time of joining SlicePay, submitting your information to a collection agency, or taking legal action. Failure to pay may affect your credit score.

## 2.7 Communication & Notification

You agree that SlicePay may provide you communications about your account and the SlicePay Service electronically or through phone calls or in writing. Standard mobile, message, or data rates may apply and you are responsible for any such fees. SlicePay reserves the right to close your account and immediately collect all due amounts if you withdraw your consent to receive electronic or other communications or if you revoke access to any third party site on which the SlicePay Service relies (e.g., Facebook, Twitter, etc.) or if any such service should revoke or cancel your account on that site. Any electronic communications will be considered to be received by you within 24 hours of the time we email it to you or otherwise send it to your attention (such as via sms or other online notification). We may assume you have received any communications sent to you by postal mail 3 business days after we send it.

If we need to contact you to service your account, you give direct consent to us and our permitted assigns to communicate with you in any way, such as calling, texting, or e-mail via:

a mobile phone or landline you provide to us, use to contact us, or at which we believe we can reach you (even if it is not yours),

1. any email address you provide to us or one of our Merchants,
2. automated dialler systems and automatic telephone dialling systems,
3. pre-recorded or artificial voice messages and other forms of communications.

You also agree that these communications are not unsolicited (do not follow DND system) for purposes of any state or federal law, and you understand that this may result in additional mobile, text message, or data charges.

## 2.8 Working with Third Parties

If you grant express permission to a third party to take specific actions on your behalf, or access particular information about your account, either through your use of the third party's product or service or through your SlicePay account, you acknowledge that SlicePay may disclose the information about your account that is authorized by you to this third party. You also acknowledge that granting permission to a third party to take specific actions on your behalf does not relieve you of any of your responsibilities under this Agreement. Further, you acknowledge and agree that you will not hold SlicePay responsible for, and will indemnify SlicePay from, any liability arising from the actions or in actions of this third party in connection with the permissions you grant.

## 3 Your use of SlicePay?

### 3.1 Agreement to Provide Accurate Information

When you provide information to SlicePay, you agree to provide only true, accurate, current and complete information about yourself and you agree not to misrepresent your identity or your account information. You further agree to keep your account information up to date and accurate.

### 3.2 Delays in Processing

In some cases, when you attempt to use the SlicePay Services to make a purchase, the transaction may be held as pending or be otherwise delayed for processing and confirmation by either SlicePay or the Merchant and can be cancelled at any time until it is confirmed by SlicePay.

### 3.3 User Responsible for Fees

If you use the SlicePay Services, you may be levied non-refundable service charges details of which will be furnished to you at the time of the charge. You are also responsible for any fees or other amounts that your phone service provider charges, such as fees for SMS, data services, and any other fees that your phone service provider may charge.

### 3.4 Remittance and Repayment

In order to purchase Products (either on the Portal or on the designated Merchant portal), you may be required to, if applicable, pay a nominal amount as down payment to SlicePay vide the below mentioned acceptable methods of payment at the time of placing the order. The remaining cost of

the Products (after making the down payment, if applicable) shall be financed by the Financing Partner in accordance with the Loan Agreement.

You may use one of the acceptable methods of payment to make automatic monthly account payment. Currently acceptable methods of payment are:

1. Debit Card - Payments made by debit card will be subject to the terms and conditions established by the debit card issuer. If charges cannot be processed through your debit card, or if your bank draft or electronic funds transfer is returned for insufficient funds, you will be responsible for any fees incurred and SlicePay will have no liability with respect thereto.
2. NEFT /TPT Transfer
3. UPI

### 3.5 Access to Your Account

You are responsible for maintaining the secrecy of the login credentials to your SlicePay account. You agree to establish reasonable security procedures and controls to limit access to your password or other identifying information to authorized individuals, which includes choosing passwords and other credentials in a manner that will protect the security of your information. Your credentials include your username and password to your SlicePay account and to any third party account you have used to login to your SlicePay account. You are also responsible for maintaining the accuracy of the information in your SlicePay account.

### 3.6 Portal Content

The information on the Portal is for information purposes only. It is believed to be reliable, but SlicePay does not make any promises as to its completeness, timeliness or accuracy. The information and materials contained in the Portal, and in this Agreement, are subject to change notice of which shall be at the sole discretion of SlicePay.

SlicePay shall provide to you basic support for the Services and shall use commercially reasonable efforts to make the Services available 24 hours a day, 7 days a week, except for (i) planned downtime (of which SlicePay shall give at least 4 hours notice), or (ii) any unavailability caused by circumstances beyond SlicePay's reasonable control. Call centre support services shall be provided from 10 a.m. to 7 p.m., 7 days a week (excluding public holidays).

Access to the Services may from time to time be unavailable, delayed, limited or slowed due to, among other things:

1. servers, networks, hardware failure (including your own computer), telecommunication lines and connections, and other electronic and mechanical equipment;
2. software failure, including among other things, bugs, errors, viruses, configuration problems, incompatibility of systems, utilities or applications, the operation of firewalls or screening programs, unreadable codes, or irregularities within particular documents or other content;
3. overload of system capacities;
4. damage caused by severe weather, earthquakes, wars, insurrection, riots, civil commotion, act of God, accident, fire, water damage, explosion, mechanical breakdown or natural disasters;

5. interruption (whether partial or total) of power supplies or other utility of service; strike or other stoppage (whether partial or total) of labor;
6. governmental or regulatory restrictions, exchange rulings, court or tribunal orders or other human intervention; or
7. any other cause (whether similar or dissimilar to any of the foregoing) whatsoever beyond the control of SlicePay.

### 3.7 Links to Other Websites

Links to non- SlicePay websites are provided solely as pointers to information on topics that may be useful to users of the Services, and SlicePay has no control over the content on such non-SlicePay websites. SlicePay makes no warranties concerning the content of such websites, including the accuracy, completeness, reliability of said websites, nor does SlicePay warrant that such website or content is free from any claims of copyright, trademark or other infringement of the rights of third parties or that such site or content is devoid of viruses or other contamination. If you choose to follow a link to a website not controlled by SlicePay, you must do so at your own risk. SlicePay does not guarantee the authenticity of documents on the Internet. Links to non-SlicePay websites do not imply any endorsement of or responsibility for the opinions, ideas, products, information or services offered at such sites, or any representation regarding the content at such websites.

### 3.8 Closing Your Account

You may close your account at any time by contacting us at [help@slicePAY.in](mailto:help@slicePAY.in). Upon account closure, we will cancel any pending transactions unless otherwise legally prohibited. If you owe any payment to SlicePay or the Financing Partner, SlicePay will not close your account until that payment has been made, but we may limit your ability to make additional transactions using your account. You may not close your account to evade an investigation. You will remain liable for all obligations related to your account even after the account is closed. SlicePay will retain your information in accordance with our Privacy Policy.

Without prejudice to any other rights or remedies which it may have, SlicePay shall have the right to terminate your access or usage rights to the Services, for any reason whatsoever (including but not limited to non-compliance with any applicable laws or this Agreement), at any time without any prior notice to you.

#### 3.8.1 Dormant Accounts

SlicePay may close your account if you do not log in to the Portal or use the SlicePay Services for 2 or more years. SlicePay will retain your information in accordance with this Agreement and our Privacy Policy.

## 4 Non-Card Transactions

We reserve the right to assign and transfer the transaction to any person, including, but not limited to, banks, NBFCs and/or financial institutions (“Financier”), as deemed appropriate by us and to disclose to such Financier all such information (including your Personal Data) as we may deem appropriate for the purpose of loan creation.

## 4.1 Types of Loans and Cards

SlicePay offers two types of loans, namely, Cash loans and Ecommerce Loans.

### 4.1.1 Cash Loans

Cash loans would constitute direct cash transfers to your bank account and recharges on any digital wallets such as Paytm, Ola etc. You will be asked to choose a tenure at the time of placing this order and a loan will be created for that tenure.

### 4.1.2 Ecommerce loans

SlicePay has partnered with various e-commerce merchants to provide their gift cards on SlicePay. You will be able to generate gift cards for these merchants and use them at checkout on respective merchants to complete your purchase. At the time of generation of these gift cards you will be asked to choose a tenure at the time of placing this order and a loan will be created for that tenure.

### 4.1.3 Reloadable Cards

SlicePay has partnered with various bank to provide reloadable cards. "Reloadable Card" shall mean physical or reloadable cards which is reloadable in nature, issued by the issuing partner bank and provided by SlicePay, which can be used for purchasing goods and service. The Reloadable Card shall be used only for bonafide personal / official purposes. It is clarified that any charges incurred at certain merchant establishments, include a charge for availing certain additional services or other facilities by such merchant establishments. Reloadable Card cannot be used at any ATM for cash withdrawals or for any other activity at an ATM.

## 5 How you may NOT use SlicePay?

By using the Portal or Services, you agree to the following.

1. You will not engage in any activities related to the Services that are contrary to any applicable law or regulation or the terms of any agreements you may have with SlicePay.
2. You will not provide false, inaccurate, deceptive or misleading information.
3. You will not provide information belonging to any person other than yourself.
4. You will not use an account that belongs to another person for yourself or on behalf of another person.
5. You will not use any device, software, routine, file or other tool or technology, including but not limited to any viruses, trojan horses, worms, time bombs or cancelbots, intended to damage or interfere with the Services or to surreptitiously intercept or expropriate any system, data or personal information from the Services.
6. You will not breach this Agreement or any other agreement or policy that you have agreed to with SlicePay.
7. You will not use the Services to accomplish a cash advance.



8. You will not commit unauthorized use of the Portal and systems including but not limited to unauthorized entry into SlicePay's systems, misuse of passwords, or misuse of any information posted to a site.
9. You will not take any action that imposes an unreasonable or disproportionately large load on our infrastructure, including but not limited to denial of service attacks, "spam" or any other such unsolicited overload technique.
10. You shall not upload, display, share, host, publish and/or transmit any information on the Portal that
  - (a) information that belongs to another person and to which you do not have any right to such information;
  - (b) is harmful, offensive, harassing, defamatory, obscene, pornographic, libellous, invasive of another's privacy, hateful, racially or ethnically objectionable, disparaging, relating to or encouraging money laundering or gambling, or otherwise unlawful in any manner whatsoever;
  - (c) infringes any patent, trademark, copyright or other proprietary rights;
  - (d) harms minors in any way or impersonates another person;
  - (e) any commercial material or content (including, but not limited to, solicitation of funds, advertising, or marketing of any good or services);
  - (f) information that deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature;
  - (g) impersonate another person;
  - (h) information that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer resource;
  - (i) threatens the unity, integrity, defence, security or sovereignty of India, friendly relations with foreign states, or public order or causes incitement to the commission of any cognizable offence or prevents investigation of any offence or is insulting any other nation.

You shall be solely liable for any damages resulting from any violation of the foregoing restrictions, or any other harm resulting from your posting of content to this Website.

## **6 SlicePay's Disclaimers and Liabilities**

Disclaimers and liabilities of SlicePay ("SlicePay Disclaimers"), as provided in <https://slicepay.in/disclaimer> shall be treated as part of this Agreement. You undertake that you shall carefully read through the SlicePay Disclaimers and shall strictly comply with the terms of the same.

## **7 Miscellaneous**

### **7.1. Disputes with SlicePay**

If a dispute arises between you and SlicePay, our goal is to provide you with a neutral and cost-effective means of resolving the dispute quickly. In the event of a dispute we encourage you first to contact SlicePay at [help@slicepay.in](mailto:help@slicepay.in) to try resolving your problem directly with us.

### **7.2 Updating Your Contact Information**

You can update the mobile phone number or email address registered with SlicePay by submitting a request through the 'contact us' link at [www.Slicepay.in](http://www.Slicepay.in), or emailing [help@slicepay.in](mailto:help@slicepay.in).

### **7.3 Indemnification**

In the event of any breach by you of any term, representation, warranty, covenant or agreement made or given by you in this Agreement, you undertake to indemnify and hold harmless SlicePay, its affiliates and their respective directors, officers, employees, agents and representatives (together “the Indemnified Party”) to the extent of any and all damages suffered or incurred by the Indemnified Party in relation to such breach of representation or warranty, covenant or agreement.

### **7.4 Transferability of the agreement**

This Agreement, or any right or interest herein, shall not be assignable or transferable by you without the prior written consent of SlicePay. Rights and obligations of SlicePay under this Agreement are freely assignable in connection with a merger, acquisition, or sale of assets, or by operation of law or otherwise.

### **7.5 Jurisdiction of the agreement**

This Agreement will be governed by and construed in accordance with Indian laws. All the matters arising out of here from shall be subject to the exclusive jurisdiction of the courts in Bangalore, Karnataka, India.

### **7.6 Entirety of the agreement**

This Agreement makes up the entire agreement between SlicePay and you regarding the subject matter hereof and supersedes any prior agreements.

### **7.7 Enforceability of the agreement**

If any portion of this Agreement is found to be unenforceable, the remaining portion will remain in full force and effect.

If SlicePay fails to enforce any part of this Agreement, it will not be considered a waiver.

You will comply with all applicable laws when using or accessing the Portal and while availing the Services.