



Terms and Conditions

By availing the services from Hello Drivers, customer agree with the terms and conditions as listed here. It is the responsibility of the customer to fully understand these terms and conditions so that there is no scope for confusions of misunderstanding of any sort. In case any customer do not agree with the terms and conditions mentioned below, then he/she should not opt for the services provided by us.

- Customer should engage our service only if their vehicle is covered under a comprehensive insurance through a credible motor vehicle insurer in India.
- Customers are advised not to insist and/or encourage the driver for rash driving, over speeding, jumping traffic signals, driving in wrong lane/side, overtaking, off roading, race/competition etc.
- In case of any kind of accidental damage, Hello Drivers cannot be held responsible in any manner.
- Although our drivers are fully rusted we suggest our customer to not leave any cash, valueables, precious items like Laptops, Mobile Phones, wallets, Handbags, Luggage, Spec's etc. in the vehicle and/or in possession of the drivers. We are not responsible for anything misplaced.
- The customer agrees that in order to ensure both his/her and the driver's safety on road, he/she will not cause any distraction while the service is in progress. If any customer do the same, driver has right to stop the duty to ensure everyone's safety.
- After the completion of contract duration customer will have to renew the contract as per their need.

- We charge Membership fee does not include any kind of loss, damage & theft cover.
- In case you want to discontinue the driver from job you need to give him at least 1 week (if employed for less than 1 month) or 2 weeks (if employed for more than 1 month) notice & during this notice period you can avail replacement from the agency at no extra cost. Notice will be meant only if provided in written or via email on info. Support@hellodrivers.in .If employer discontinue driver without giving prior notice employer must have to pay salary for the respective notice period.
- In case the driver goes on leave for 1 or more days we will arrange a temporary driver for you at temporary driver charges.
- The agency will not be responsible if the customer gives advance, mobile, etc to the employed driver.
- The Driver's responsibility is limited to driving customer's vehicle and taking care of the respective vehicle.
- Hello Drivers let customers to keep our driver on trial for a maximum of 1 days and pay Hello Drivers service charge only 1 days successful trial. Driver will be charged as per temporary rates mentioned on our website during trial period on a daily basis.
- Joining of duty will be confirmed only after acceptance of terms of service and terms of employment by duly signing and service charge paid on the next day of trial end. Once a permanent driver is placed with customer Hello Drivers will assure a minimum 6 month replacement warranty of the driver which customer has to pay Rs. 4,999/- (GST Extra) as service charge just after trial period end to Hello Drivers.
- Replacement driver will be provided only if customer agree on these terms of service. If customer want our driver to work on their own terms & conditions then we don't guarantee for replacement of driver.
- Our contract with customer will be terminated if customer use abusive language or misbehave with our driver has the right to stop the car and discontinue the service if the customer mistreats him in any way that could endanger the life of the customer and the driver.
- All our drivers are under contractual agreement with the agency hence all our drivers are advised not to solicit our customers directly or indirectly for any driver service. also our customers are obligated

not to employ any drivers of Hello Drivers on permanent or temporary basis without the consent of agency.