

ZuzuRide – Refund & Trip Dispute Policy

Effective Date: June 25, 2025

1. Overview

ZuzuRide is a community-based ridesharing platform that connects drivers and riders for intercity and commuter trips. To ensure fairness and accountability for all users, we have established the following refund and trip dispute policy.

This policy outlines the conditions under which refunds may be issued and how disputes are resolved between riders and drivers.

2. Refund Eligibility

Riders may be eligible for a refund if one of the following conditions is met:

- **Driver No-Show:** If the driver does not show up at the agreed pickup location within 15 minutes of the scheduled time.
- **Trip Cancelled by Rider Within the Allowed Window:** If the rider cancels within the **free cancellation window** (e.g. 24 hours before departure).
- **Unsafe or Misrepresented Ride:** If the driver's vehicle or behavior poses a safety concern or significantly deviates from the listing (e.g. wrong vehicle, excessive passengers, intoxication).

Riders are **not eligible for a refund** in the following scenarios:

- Cancelling a confirmed booking **after the cancellation deadline**.
 - Missing the ride due to being late to the pickup point.
 - Disputing a fare due to **personal disagreements** or subjective dissatisfaction.
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3. Cancellation Windows & Fees

Time of Rider Cancellation	Refund
> 24 hours before departure	100% refund (minus service fee)
< 24 hours but > 3 hours before trip	50% refund (minus service fee)
< 3 hours before trip	No refund

Note: Service fees are non-refundable.

Drivers who cancel a trip with confirmed bookings will be penalized and monitored for repeat offenses. In some cases, driver payouts may be withheld.

4. Dispute Resolution Process

If a rider or driver believes a refund is warranted outside of the standard policy, they may submit a **trip dispute** within **48 hours of the scheduled trip time**.

To submit a dispute:

- Go to your ZuzuRide trip history
- Click “Report an Issue”
- Provide supporting details (screenshots, messages, photos if applicable)

Our support team will review the case and aim to issue a decision within **5 business days**. Decisions are final and based on community safety and platform integrity.

5. Refund Method

Approved refunds will be processed:

- To the original payment method
- Within **5–10 business days**, depending on your bank

ZuzuRide will never issue cash or e-transfer refunds outside the platform.

6. Abuse of the Policy

ZuzuRide reserves the right to restrict, suspend, or remove accounts found to be abusing the refund or dispute system. Frequent false claims or misuse will result in account review.

7. Questions or Help?

Contact our support team at [support@zuzuride.com] with the subject line “Trip Dispute” or “Refund Request”.