



INTRODUCTION

These Terms & Conditions govern the use of the Emobi Mob App and associated services. By registering and using the app, you agree to comply with the following:

1. User Registration

- You must login a valid phone number which you would give during purchase. Each Emobi vehicle can be linked to only one primary user account.

2. App Functionality

- The app offers real-time insights such as vehicle status (charging, idle, moving), location tracking, battery SOC (State of Charge), ride history, OTA updates, and alerts.
- Use of GPS and mobile data is required for some features.

3. Ownership & Account Security

- You are responsible for maintaining the confidentiality of your login credentials.
- Do not share your app access with others. Shared access may compromise your vehicle's data and privacy.

4. Prohibited Actions

- Unauthorized modification or reverse engineering of the app is strictly prohibited.
- Any attempt to manipulate data, hack connectivity, or override safety features will lead to permanent suspension of your account and legal action.

5. Connectivity & Limitations

- App performance depends on active cellular and GPS signals in your area.
- Emobi is not responsible for data latency or update delays due to connectivity loss or offline mode.

6. App Updates

- Users will be notified of app updates periodically. It is your responsibility to keep the app updated to access the latest features and security patches.

7. Account Termination

- You may request to delete your account at any time via in-app support or email.
- Emobi reserves the right to suspend or terminate accounts found in violation of these terms.

Purchase Terms

The Emobi Mob App is designed exclusively for verified owners of Emobi electric vehicles (EVs). Access to the app and its features is granted post successful vehicle purchase, delivery, and registration via authorized Emobi channels.

1. Eligibility

- Only customers who have completed a valid Emobi vehicle purchase are eligible to use the app.
- The app requires the vehicle's VIN (Vehicle Identification Number) to link and activate smart features.

2. Scope of Use

- The Emobi Mob App is provided free of charge to eligible customers.
- Some features may be limited to specific models, battery configurations, or software versions.

3. Service Updates

- Emobi reserves the right to update or modify app features at any time to improve functionality, security, or performance.
- Certain features may be rolled out in phases depending on firmware compatibility.

4. Warranty and Support

- Any issues related to hardware, software, or connectivity should be reported via the app.
- App usage is governed separately from the physical vehicle warranty and does not influence your warranty rights.

5. Disclaimers

- Emobi is not liable for disruptions in app functionality caused by mobile network issues, internet outages, or third-party services (e.g., GPS).
- The company reserves the right to suspend app access in case of misuse or breach of terms.