



v 2.1

# Customer Handbook

for most important terms & condition

Ontrack Technologies Private Limited  
3rd Floor, 442, 9th Main, HAL 2nd Stage, Indiranagar, Bengaluru - 560038

Customer Support - 9148518401

Dear Valued Customer,

Thank you for choosing Ontrack for Two Wheeler rentals.

We are pleased to confirm that a vehicle has been assigned to you and are looking forward to you riding with us.

To ensure that you have a safe and transparent riding experience, we strongly urge you to run through the following important information.

This will also ensure a smooth and hassle-free experience.

For complete terms and conditions refer the link below.

**<https://book.on-track.in/help-and-support/terms-and-conditions>**

Happy Riding :)

**ontrack**

# Service Requirements

## Mandatory Servicing - T&C 4.4

The vehicle must be serviced at the Ontrack service center located in Koramangala, Bangalore on the date given by the service agent or after every 3,000 km run.

## First Service - T&C 4.3

One free service is provided every 30 days during the rental period.

## Subsequent Services - T&C 4.3

₹450 for the second service within the same 30-day period.

## Delayed Service Penalty - T&C 4.4

- ₹500 for servicing delayed beyond 3,000 km (within 3,100–3,500 km).
- ₹1,000 for servicing delayed beyond 3,500 km (within 3,500–4,000 km).
- ₹2,000 for servicing delayed beyond 4,000 km.
- Engine Seizure Penalty: ₹9,000 if the engine seizes due to missed servicing.

## Service Reminder

The next service date or mileage (after every 3,000 km run) is mentioned on the service sticker located at the bottom of the seat. Please ensure timely servicing to avoid penalties.



# Charges & Payments

## Advance Payment - T&C 2.10

Full rental charge must be paid in advance.

## Fuel Cost - T&C 2.8

To be borne by the users.

## Late Return Fee - T&C 2.11

₹100 per day in addition to the daily rental amount.

## Lost or Damaged Key - T&C 2.18

₹420 per key to be borne by the user

## Delivery & Pickup Charges - T&C 2.17

Within 20 KMS of the Hub - ₹500

Beyond 20 KMS of the HUB - ₹500 + Additional ₹20 per KM



# Penalties - T&C 7.1 - 7.9

## Advance Payment - T&C 2.10

Full rental charge must be paid in advance.

- First Instance - Notification Warning Via App/Call/SMS
- Second Instance - ₹500
- Third Instance: ₹750
- Fourth Instance: ₹1,000
- Fifth Instance: Ban from riding with Ontrack

## Drunk Driving

₹2,000 fine plus full damage repair costs (if any)

## Smoking

₹1,000 fine for smoking on and around the vehicle

## Damaged Number Plate

₹500 will be fined for every number plate damaged

## Pets

₹500 will be fined for riding with pets

## GPS Tampering/Damage

₹3,000 will be fined for lost/damaged or tampered tracking device.



# Return

## Vehicle Condition - T&C 4.1

Return the vehicle in the same condition as received. Report any damages immediately to avoid penalties.

## Cleanliness - T&C 4.2

Ensure that the vehicle is clean and in good working condition upon the time of return.

## Contact Information

For any issues related to the vehicle or any assistance during the rental tenure, please feel free to reach out to our customer support team at:

Phone - +91 9148518401

Whatsapp - +91 9148518401

Email - [info@on-track.in](mailto:info@on-track.in)

## Ontrack Technologies Private Limited

GSTN:29AACCO2800M2ZC | CIN:U74900KA2016PTC086423

Last Amended: 23rd Aug 2024