



Service Agreement / Terms & Conditions

By Signing in to your account, you agree to the terms set out in this agreement.

1. Terms of Service

- 1.1 Easy Tracking will endeavour to provide an operational Vehicle GPS Tracking system to the customer for the agreed duration with reasonable **Support Service** necessary to keep the service quality.
- 1.2 The customer's information collected and stored is solely for the purpose of establishing a working service and for internal business records. At no point in time, it will be shared with a third party unless required as part of Easy Tracking's legal obligations.
- 1.3 The Customer agrees to ensure that **Approved Installation** of hardware is done as per the provided instructions., in case the customer prefers to install the hardware by their own means.
- 1.4 Customer agrees to ensure that the unauthorised use of the **Software Platform** and hardware to be prevented.
- 1.5 Easy Tracking assumes no responsibility for the claims of loss or damage that happens whether directly or indirectly, because of a vehicle theft or any other criminal act with the vehicle / equipment causing the tracking hardware / software loss or permanent damage, vehicles being taken to areas with no cellular coverage at all.
- 1.6 The Subscription period will be for a period of 365 Calendar days from the **Commencement Date** with no interim pause periods due to vehicle or tracker being unused.
- 1.7 In case of vehicle theft, vandalism with the vehicle or with tracker, Easy Tracking will be able to provide the last recorded location date and time and assumes no further liability towards vehicle / tracker recovery.
- 1.8 Easy Tracking is constantly exploring options for the betterment of **software and hardware** for improvement of system's functionality. The customer agrees to adapt to the operational changes / updates in the **software & Hardware** during the subscription period.
- 1.9 The tracker installation performed by Easy Tracking will be stealth to the best operational level, however, it does not guarantee that the tracker cannot be found or vandalised.
- 1.10 The vehicle travel history record of up to 90 days will be maintained by Easy Tracking and can be made available to customer on case-to-case basis upon request.

2. Service Conditions.

- 2.1 Easy Tracking **Hardware** and **software** are of high standard and provide quality **service** to the customers. However, the quality and availability of the **service** may be affected by factors outside of Easy Tracking's reasonable control. The factors including but not limited to the vehicle being driven to remote / uninhabited area, parked in basements or sealed locations, weather, floods, cellular and internet service coverage / outages, vandalism, act of God are deemed beyond Easy Tracking's control. In such rare situation, the **Service** will then be provided **on "as-available" basis**. Easy Tracking does not warrant that the **Service** will "always" be available uninterrupted and is error-free.
- 2.2 In case of a rare occasion of tracker malfunction, a replacement tracker will be provided. The warranty does not apply to the items damaged or unused (not installed) by the customer.
- 2.3 The tracker warranty is not applicable in case of evidence of temper / damage to the installation or in case of vehicle collision impacting the area of device installation. The subscription period will keep lapsing with a required purchase of new hardware charge for the remaining period
- 2.4 If the **Service** is impacted due to vehicle repairs requiring tracker removal, the reinstallation of tracker will remain under customer responsibility.
- 2.5 It is customer's responsibility to comply with the laws of your state and in no way the tracking system or device should be used against the applicable laws.
- 2.6 As a location service provide, Easy Tracking has agreements in place with third party service providers such as mobile SIM card services, digital maps providers and web server hosting services in a bid to provide a quality service to the users. Hence, the service relies on several external factors any of which can be a limitation to service being available or function correctly.
- 2.7 There may be location errors on occasions because of GPS Data and typographic errors in map data