

SLOTSNAP PRIVATE LIMITED - TokenPe Customer Terms and Conditions

Effective date: 22 August 2026

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These Customer Terms and Conditions ("Customer Terms") govern your access to and use of the **TokenPe customer mobile application**, SlotSnap and TokenPe websites or QR booking pages, and related booking, token, queue, notification, and payment services (collectively, the "Platform"). The Platform is owned and operated by **SLOTSNAP PRIVATE LIMITED**, having its registered office at **No. 13-1-5/5/B, Plot No. 74, Avanthi Nagar, Erragadda, Hyderabad, Telangana, India - 5000182** (the "Company", "we", "us", or "our"). **TokenPe is the Company's customer mobile application and product brand. SlotSnap is another Platform and provider-facing brand of the Company. Neither TokenPe nor SlotSnap is a separate legal entity.**

By creating an account, requesting a token or slot, or using the Platform, you agree to these Customer Terms and our Privacy Policy. If you do not agree, do not use the Platform.

1. The Platform's role

The Company provides technology that helps customers discover independent clinics, salons, professionals, and other service businesses ("Providers") and request appointments, queue tokens, or time slots. Unless expressly stated otherwise, the Provider - not the Company - supplies the booked service and is responsible for its quality, safety, suitability, licensing, staffing, availability, and completion.

The Company does not provide medical advice or medical services. Information displayed on the Platform is for booking convenience only and is not a substitute for professional advice, diagnosis, treatment, or emergency care.

2. Eligibility and account information

You must be at least 18 years old and legally capable of entering into a contract. A parent or lawful guardian may make a booking for a minor. You must provide accurate, current information and keep your account and one-time passwords secure. You are responsible for activity performed through your account, except where caused by our breach or security failure.

3. Bookings, tokens, and estimated times

A booking is confirmed only when the Platform displays a confirmation or sends a confirmation message. Token numbers, queue positions, and estimated service times may change because of emergencies, service duration, late arrivals, operational delays, or other circumstances. Unless the booking confirmation expressly guarantees a time, they are estimates and do not guarantee that service will begin at an exact time.

You must review the Provider, branch, service, date, price, and cancellation terms before confirming. You should arrive at the time instructed and comply with reasonable Provider requirements.

4. Prices and payments

The checkout screen will identify the amounts payable, which may include:

- a **Booking/Token Fee** charged to reserve and administer a token or slot;
- an **Advance Service Amount** collected toward the Provider's service price;

- taxes, payment-processing charges, or other clearly disclosed charges.

Payments may be processed by an independent payment gateway. The Company does not store complete card, bank-account, or UPI credentials. A payment is complete only after successful confirmation from the payment processor. You remain responsible for any balance payable directly to the Provider.

5. Customer cancellation, late arrival, and no-show

Before payment, the checkout screen will clearly show whether an amount is non-refundable.

If you cancel a confirmed booking, arrive too late for the Provider reasonably to honour it, or do not attend:

1. the disclosed **Booking/Token Fee is non-refundable**, because it covers reservation, platform, payment, and administrative costs incurred when the booking is confirmed; and
2. any **Advance Service Amount** will be handled according to the cancellation window and Provider policy displayed before payment. If the checkout screen does not state a different rule, the Advance Service Amount is refundable only to the extent required by applicable law.

The non-refundable amount must be reasonable and disclosed before payment. Nothing in these Customer Terms permits the Company or a Provider to retain an amount where retention would be unlawful.

6. Provider cancellation or failure to provide service

If the Provider cancels, fails to honour a confirmed booking, or cannot provide the booked service, the Company will initiate a **full refund of all amounts successfully paid online through the Platform for the affected token or slot booking**, including any Booking/Token Fee and Advance Service Amount. The refund will be sent to the original payment method used for the booking.

After the Provider records the cancellation, the Platform may display the refund as **pending, processing, refunded, or failed**. The Company may verify the cancellation and payment before or while processing the refund.

Payment-gateway, bank, card-network, or UPI processing times may apply after the refund is initiated and are outside the Company's direct control.

If an automated refund fails, the Company may retry it automatically or after administrative review. Please contact Customer Support with the booking ID and payment reference if the status remains failed or the refunded amount does not reach the original payment method within the period communicated by the payment provider.

A replacement booking may be arranged only if separately agreed with you. It will not replace or reduce the full-refund right described above unless applicable law permits that alternative and you expressly accept it. This section does not limit any non-waivable consumer right.

7. Customer-requested changes

A date, time, branch, service, or Provider change is subject to availability. If approved before the displayed cut-off, we or the Provider may transfer the booking amount to the replacement booking. A price difference may be payable. Repeated changes may be treated as cancellation where this was clearly disclosed before confirmation.

8. Refund process and payment errors

Refund requests must be submitted through **[INSERT SUPPORT CHANNEL/EMAIL]** with the booking ID and payment reference. Approved refunds will normally be sent to the original payment method. Bank and payment-gateway timelines are outside our direct control.

Provider-cancellation refunds described in Section 6 are initiated automatically after the eligible cancellation is recorded and normally do not require a separate refund request. The Platform may retain and display the refund amount, status, gateway refund identifier, attempt count, failure reason, request time, and completion time for support and reconciliation.

Duplicate charges, successful debits without booking confirmation, fraud, or technical payment errors will be investigated and corrected where verified. A failed payment does not create a confirmed booking.

9. Acceptable use

You must not misuse the Platform; make fraudulent, speculative, or duplicate bookings; interfere with security or operation; impersonate another person; scrape or reverse-engineer the Platform except where law permits; harass a Provider or staff member; submit illegal content; or use the Platform in violation of law.

10. Provider services and disputes

Raise service-quality, conduct, pricing, or treatment concerns first with the Provider. The Company may help communicate or investigate but is not the Provider's insurer, employer, or professional regulator. Nothing here prevents you from using a consumer commission, regulator, court, payment dispute process, or other remedy available by law.

11. Intellectual property

The Platform, SlotSnap and TokenPe branding, software, layout, and original content belong to the Company or its licensors. We grant you a limited, personal, revocable, non-transferable right to use the Platform for lawful personal booking purposes.

12. Availability and disclaimers

We aim to keep the Platform accurate and available but do not guarantee uninterrupted or error-free operation. Provider information and availability may be supplied by Providers. To the extent permitted by law, the Platform is provided on an "as available" basis. We do not exclude responsibilities that cannot lawfully be excluded.

13. Limitation of liability

To the maximum extent permitted by law, the Company is not liable for indirect, special, or consequential loss, or for a Provider's independent acts or omissions. The Company's aggregate liability arising from a booking will not exceed the amount paid through the Platform for that booking, except where a higher liability or remedy is required by law. Nothing excludes liability for fraud, wilful misconduct, gross negligence, personal injury caused by negligence, or any non-waivable consumer right.

14. Suspension and termination

We may restrict or terminate access for fraud, abuse, security risk, unlawful conduct, repeated no-shows, or material breach. Where practicable, we will provide notice and an opportunity to address the issue. You may stop using the Platform and request account deletion subject to legal retention requirements.

15. Privacy and communications

Our Privacy Policy explains how personal data is handled. You agree to receive transactional OTPs, booking confirmations, queue updates, receipts, cancellation notices, and essential service communications. Marketing communications require any consent required by law and can be opted out of without affecting essential messages.

16. Changes

We may update these Customer Terms for legal, security, operational, or product reasons. Material changes will be notified through the Platform or your registered contact details and will apply prospectively unless law requires otherwise.

17. Governing law and disputes

These Customer Terms are governed by the laws of India. Courts at **Hyderabad, Telangana** will have jurisdiction, subject always to any right a consumer has to approach a competent consumer commission or another forum under applicable law. Please first contact our Grievance Officer so we can try to resolve the issue promptly.

18. Contact and grievance officer

Legal entity: SLOTSNAP PRIVATE LIMITED **Registered address:** No. 13-1-5/5/B, Plot No. 74, Avanthi Nagar, Erragadda, Hyderabad, Telangana, India - 5000182 **Customer support:** [INSERT SUPPORT EMAIL AND PHONE]
Grievance Officer: [INSERT NAME] **Grievance email:** [INSERT GRIEVANCE EMAIL] **Grievance address:** [INSERT POSTAL ADDRESS] **Business hours:** [INSERT HOURS AND TIME ZONE]