

TERMS & CONDITIONS

Effective Date: 06 October 2026

Last Updated: 06 October 2026

These Terms & Conditions ("Terms") govern your use of the website, booking facilities and transportation services provided by TRX Logistics & Support Services Pvt. Ltd. ("TRX Logistics", "TRX", "Company", "we", "us" or "our").

By accessing our website, requesting a booking or using our services, you agree to these Terms.

If you do not agree with these Terms, please do not use our website or services.

1. Company Information

TRX Logistics & Support Services Pvt. Ltd.

Corporate/Operational Office:

Plot No. 230, Udyog Vihar Phase I, Gurgaon – 122016, Haryana, India

Registered Office:

RZ K-86, New Roshanpura, Najafgarh, New Delhi – 110043, India

CIN: U63000DL2011PTC217241

Email: info@trxlogistic.com

Phone: +91 9599188383

Website: www.trxlogistic.com

2. Our Services

TRX Logistics provides transportation and mobility solutions, including:

- Employee Transportation Services;
- Airport Transfers;
- Event and Conference Transportation;
- Chauffeur-Driven Services;
- Shuttle Services;
- Long-Term Car Rental;
- Coach Rental; and
- Other transportation services offered by TRX Logistics from time to time.

The availability of a particular service depends on the location, date, vehicle availability and applicable commercial terms.

3. Booking

Bookings may be made through the Company's authorized website, digital platform, email, telephone, corporate booking system or other authorized communication channel.

Customers must provide complete and accurate information, including:

- Passenger name;
- Contact details;
- Pickup location;
- Drop-off location;
- Date and time;
- Number of passengers;
- Vehicle/service requirement; and
- Any special requirement relevant to the booking.

TRX Logistics shall not be responsible for additional costs, delays or service difficulties caused by incorrect, incomplete or outdated information provided by the customer.

4. Booking Confirmation

A booking request is not necessarily a confirmed booking.

A booking shall be considered confirmed only after confirmation by TRX Logistics or through an authorized booking/payment system.

TRX Logistics reserves the right to decline a booking where the requested service is unavailable or cannot reasonably be provided.

5. Fares and Charges

Applicable charges may depend upon:

- Vehicle category;
- Distance;
- Duration;
- Location;
- Number of passengers;
- Waiting time;
- Toll charges;

- Parking charges;
- State taxes/permits;
- Additional kilometres or hours;
- Special service requirements; and
- Other applicable government or operational charges.

The applicable fare shall be communicated through the relevant booking, quotation, rate contract, corporate agreement or other authorized communication.

6. Taxes

GST and other applicable taxes, government charges, permits, tolls and statutory levies shall be charged as applicable under prevailing law.

Customers are responsible for providing accurate billing and GST information where required.

7. Payment

Payment shall be made according to the payment terms applicable to the relevant booking or commercial arrangement.

For online bookings, TRX Logistics may require advance or full payment before service confirmation.

For corporate customers, payment shall be governed by the applicable agreement, purchase order, work order, rate contract or agreed credit terms.

Where payment remains overdue, TRX Logistics may suspend or restrict further services subject to the applicable contractual terms and applicable law.

8. Online Payment

Online payments may be processed through third-party payment gateways, banks or financial institutions.

TRX Logistics is not responsible for delays or technical failures caused by a payment gateway, bank, card issuer or other third-party payment provider.

9. Cancellation

Customers may cancel a booking by contacting TRX Logistics through an authorized communication channel.

Cancellation charges, where applicable, shall be determined in accordance with the Refund & Cancellation Policy, booking terms or applicable corporate agreement.

10. No-Show

If a passenger does not appear at the agreed pickup location within the applicable waiting period and cannot be contacted, the booking may be treated as a No-Show.

Applicable charges may include the booking fare, waiting charges, dispatch charges or cancellation charges, depending upon the circumstances and applicable booking terms.

11. Waiting Charges

Additional waiting charges may apply where the vehicle is required to wait beyond the complimentary waiting period communicated for the applicable service.

Waiting charges may vary by vehicle category, service type and booking terms.

12. Vehicle Availability and Substitution

TRX Logistics will make reasonable efforts to provide the vehicle category confirmed at the time of booking.

Due to operational requirements, vehicle breakdown, maintenance, traffic conditions, safety considerations or other circumstances, TRX Logistics may provide an equivalent or upgraded vehicle where reasonably possible.

13. Driver and Vehicle Safety

Drivers and vehicles deployed for services shall be subject to applicable operational, safety and statutory requirements.

Passengers must comply with reasonable safety instructions and applicable traffic laws.

14. Passenger Responsibilities

Passengers must:

- Behave respectfully with drivers and service personnel;
- Follow applicable safety and traffic requirements;
- Not damage or misuse the vehicle;
- Not carry prohibited or illegal items;
- Not engage in threatening, abusive or unlawful behaviour; and
- Provide accurate information required for the service.

Where damage is caused to a vehicle due to intentional or negligent passenger conduct, TRX Logistics may recover reasonable repair or related costs subject to applicable law.

15. Prohibited Activities

The Company's services shall not be used for:

- Any illegal activity;
- Transportation of prohibited or unlawful goods;
- Activities that endanger passengers, drivers or other road users;
- Fraudulent bookings or payment activities;
- Unauthorized commercial activities; or
- Any activity prohibited by applicable law.

TRX Logistics may refuse, suspend or cancel a booking where reasonably necessary for safety, legal or operational reasons.

16. Personal Belongings

Passengers are responsible for their personal belongings.

TRX Logistics recommends that passengers check the vehicle before leaving.

To the extent permitted by law, TRX Logistics shall not be responsible for personal belongings left unattended or forgotten in a vehicle.

17. Delays

Transportation services are affected by traffic, weather, road conditions, accidents, road closures, government restrictions and other circumstances.

TRX Logistics will make reasonable efforts to provide services on time but does not guarantee an exact arrival or travel time where circumstances are beyond the Company's reasonable control.

18. Force Majeure

TRX Logistics shall not be liable for failure or delay in performing its obligations to the extent caused by events beyond its reasonable control, including:

- Natural disasters;
- Severe weather;
- Floods;
- Fire;
- Earthquakes;
- Government restrictions;
- Road closures;

- Strikes;
- Civil disturbances;
- Accidents;
- Vehicle breakdowns despite reasonable maintenance;
- Epidemics or pandemics; or
- Other force majeure events.

19. Limitation of Liability

To the maximum extent permitted by applicable law, TRX Logistics shall not be liable for indirect, incidental, special or consequential losses arising from the use of its services.

Nothing in these Terms shall exclude or limit any liability that cannot lawfully be excluded or limited under applicable law.

20. Intellectual Property

All content appearing on the TRX Logistics website, including text, logos, trademarks, graphics, images, designs, layouts and software, is owned by or licensed to TRX Logistics unless otherwise stated.

No part of the website may be copied, reproduced, modified, distributed or commercially exploited without prior written permission.

21. Privacy

The collection and processing of personal information is governed by the TRX Logistics Privacy Policy.

By using our website or services, you acknowledge that your information may be processed in accordance with that Privacy Policy.

22. Third-Party Services

TRX Logistics may use third-party service providers, including payment gateways, technology providers, vehicle operators and other business partners.

Where a third-party service is used, the relevant third party's terms may also apply to that service.

23. Modification of Services

TRX Logistics reserves the right to modify, suspend or discontinue any service, website functionality or booking facility where reasonably necessary.

The Company may also update these Terms from time to time.

The updated Terms shall become effective when published on the website unless otherwise stated.

24. Corporate and Contractual Customers

For corporate customers, the terms of the applicable agreement, purchase order, work order, rate contract, service-level agreement or other written commercial arrangement shall apply.

Where there is a conflict between these Terms and a specific written commercial agreement, the specific commercial agreement shall prevail to the extent of the conflict.

25. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of India.

Subject to applicable law, courts having competent jurisdiction over the Company's registered office in New Delhi shall have jurisdiction over disputes arising in connection with these Terms.

26. Contact Us

For any questions regarding these Terms:

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