

TERMS OF USE

I. INTRODUCTION

This is a legal agreement between you, the potential user of this website ("**You**"), and Quhu Private Limited, a company incorporated under the Companies Act, 2013, having its registered office at Hindustan Times House - Level 10, Plot No. 18-20, HT House, Kasturba Gandhi Marg New Delhi-110001 (hereinafter "**we**", "**our**" or "**us**") (referred to as "**Quhu**").

Your use of Quhu's mobile software application (branded as "Quhu"), online website with the URL <https://quhu.me/> and any associated products, services and websites ("**Site**"), or any of the products and services offered on this Site (collectively, the "**Services**") is conditioned on your acceptance, without modification, of the Quhu's Terms of Use ("**Terms**"). Please read these Terms carefully. If you do not agree to these Terms, you should not use the Services. You accept the Terms by using the Quhu in any way. In this case, you understand and agree that Quhu will consider your use of the Services as agreement to the Terms. The Terms include the provisions in this document, as well as those in the Privacy Policy and any additional terms that you agree to.

Your access to and use of the Website or Service signifies your acceptance of and compliance with these Terms and Conditions. These Terms and Conditions apply to all visitors, users and others who access or use the Service.

Your access to and use of the Service also indicates your acceptance of and compliance with the Privacy Policy of the Company. Our Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your personal information when You use the Application or the Website and tells You about Your privacy rights and how the law protects You. Please read Our Privacy Policy carefully before using Our Service. Our Privacy Policy is available at www.quhu.me

By using this Site, you acknowledge and confirm that:

- The Service is licensed, not sold to you, and you may use the Service only as set forth in this Agreement;
- The use of the Service may be subject to separate third party terms of service and fees, including, without limitation, your mobile network operator's (the "Carrier") terms of service and fees, including fees charged for data usage and overage, which are your sole responsibility;
- we provide the Service to you on an "as is" basis without warranties of any kind and Quhu's liability to you is limited
- These Terms are published and shall be construed in accordance with the provisions of Rule 3 (1) of the Information Technology (Intermediaries Guidelines and Digital Media Ethics Code) Rules, 2021 under Information Technology Act, 2000 of India that require publishing the rules and regulations, privacy policy and user agreement for access or usage of this Site.
- These Terms are an "electronic record" as per the Information Technology Act, 2000 of India, and the rules thereunder as applicable and the amended provisions pertaining to electronic records in various statutes under applicable Indian laws. This electronic record is generated by a computer system and does not require any physical or digital signatures.
- Quhu is merely acting as a passive conduit to facilitate storage, transfer of third-party information and data and therefore Quhu is an intermediary under the Information Technology Act, 2000 of India as amended and the relevant rules made thereunder.

We reserve the right to modify or otherwise change these Terms at any time by posting the updated Terms to our website(s) or through a notice provided through the Services, via e-mail or by another appropriate means of electronic communication. Any such changes will not apply to any dispute between you and us arising prior to the date on which we posted the revised Agreement incorporating such changes, or otherwise notified you of such changes. Unless we say otherwise in our notice, the updated Terms will be effective immediately, and your continued access to or use of our Services after we post the updated Terms or provide other notice of such updated Terms will confirm your acceptance of the changes. If you do not agree to the updated Terms, you must stop accessing and using our Services.

We also reserve the right to modify or discontinue, temporarily or permanently, or suspend the Services (or any part thereof) with or without notice. We may also impose limits on certain features and services or restrict your access to parts or all of the Services without notice or liability. You agree that we will not be liable to you or to any third party for any modification, suspension or discontinuance of Services.

NOTICE: Please read these Terms carefully. They cover important information about Services provided to you and any charges, taxes, and fees we bill you. These Terms include information about automatic renewals, limitations of liability, a class action waiver, and resolution of disputes by arbitration instead of in court.

THESE TERMS CONTAIN A MANDATORY ARBITRATION PROVISION THAT, AS FURTHER SET FORTH BELOW, REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN ANY OTHER COURT PROCEEDINGS, OR CLASS ACTIONS OF ANY KIND.

I. REGISTRATION

To use the Services, you must register an account (an "Account") on the Quhu App or appropriate Site. Quhu shall collect appropriate information from You for creation of Account, including but not limited to, (i) your name, (ii) email ID, (iii) requisite app permissions, and (iv) other such information and/or documents as required on the Quhu App's registration form. Registration data and certain other information about you and your Account are governed by our Privacy Policy. You will not: (a) select or use as a username a name of another person with the intent to impersonate that person; (b) use as a username a name subject to any rights of a person (including, without limitation, copyrights or trademarks) other than you without appropriate authorization; or (c) use, as a username, a name that we reasonably consider is otherwise offensive, vulgar or obscene. You are solely responsible for the activity that occurs on your Account and for keeping your Account password secure. You may never use another person's user account or registration information for the Services without permission. You must notify us immediately of any breach of security or unauthorized use of your Account. You should never publish, distribute or post login information for your Account. We will not be liable for any loss or damage arising from your failure to comply with this Section. You will have the ability to delete your Account, either by following the instructions on the Services or by contacting us via our help page.

By creating an Account, you acknowledge that you are capable to enter into Agreement as per the applicable law of your jurisdiction. Further, in the event you are considered a minor, you acknowledge that your Account has been created with the consent, permission, and guidance of your guardian.

II. DESCRIPTION OF SERVICES AND ACCEPTANCE OF TERMS OF USE

Quhu provides the Site to view audio, files, media, images, logos, pictures, graphics, text, live audio content, interactive features ("Content") and any other features, tools and materials offered from time to time in connection with the Services.

Quhu is constantly innovating in order to provide the best possible experience for its users and the Service is made available to you for, amongst other reasons, technical testing and evaluation purposes. You acknowledge and agree that the form and nature of the Services, which Quhu provides, may change from time to time without prior notice to you.

As part of this continuing innovation, you acknowledge and agree that Quhu may stop (permanently or temporarily) providing any of the Services to you or to users generally at Quhu's sole discretion, without prior notice to you. You may stop using the Services at any time.

You acknowledge and agree that if Quhu disables access to your account, you may be prevented from accessing the Services, your account details, or any files or other content that is contained in your account.

III. USER CONDUCT

This Agreement is intended to protect the Services, employees and customers of the Company, and any end-users from improper, inappropriate, abusive or illegal activity. The prohibited uses described in Section 3 below are intended as general guidelines regarding improper and inappropriate conduct,

and do not constitute an exhaustive list. You are responsible for the activities of your end-users and you will ensure that your agents or representatives and end-users abide by this Policy. To the extent legally permissible, complaints about your agents, representatives, and end-users will be forwarded to Customer's administrator for action. If violations of the Policy occur, we reserve the right to suspend the Services or take action to stop the offending action from violating The Company's policy as the Company deems appropriate.

IV. PROHIBITED USES

The website and Services may not be used for any of the following purposes:

- Transmission, distribution, retrieval or storage of any data or other material in violation of any applicable law or regulation. This prohibition includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
- You may not copy, reproduce, distribute, publish, enter into a database, display, perform, modify, create derivative works from, transmit or in any way exploit any part of our site or any content thereon. You may not illegally distribute any part of this site or any content thereon over any network, including, without limitation, a local area network, or sell or offer it for sale. In addition, these files may not be used to construct any kind of database.
- We are concerned about the integrity of our site when it is viewed in a setting created by a third party that includes advertising or other materials that we have not authorized to be displayed with the content of our site. Neither you nor any third party shall make use of the contents of our site in any manner that constitutes an infringement of our rights, including copyright.
- Quhu grants you permission to only access and make personal use of the Site and You agree not to, directly or indirectly download or modify / alter / change / amend / vary / transform / revise / translate / copy / publish / distribute or otherwise disseminate any content on Quhu's Site / Service, or any portion of it; or delete or fail to display any promotional taglines included in the Site / Service either directly or indirectly, except with the express consent of Quhu, or decompile, reverse engineer or disassemble any software or other products or processes accessible at the Sites. However, you may print or download extracts from these pages for your personal / individual, non-commercial use only provided you keep intact all copyright and other proprietary notices. You must not retain any copies of these pages saved to disk or to any other storage medium except for the purposes of using the same for subsequent viewing purposes or to print extracts for personal / individual use.
- Quhu forbids you from any attempts to resell or put to commercial use any part of the Site; any collection and use of any product listings, descriptions, or prices; any derivative use of the Site or its contents; any downloading or copying of account information for the benefit of any other merchant; any renting, leasing, or otherwise transferring rights to the Site / Service; displaying the name, logo, trademark or other identifier of another person in such a manner as to give the viewer the impression that such other person is a publisher or distributor of the Service on the Site, or any data gathering or extraction tools; or any use of meta tags.
- You may not (whether directly or through the use of any software program) create a database in electronic or structured manual form by regularly or systematically downloading and storing all or any part of the pages from this site, expect for personal use.
- No part of the Site may be reproduced or transmitted to or stored in any other website, nor may any of its pages or part thereof be disseminated in any electronic or non-electronic form, nor included in any public or private electronic retrieval system or service without prior written permission. Requests to republish Quhu's material for distribution should be addressed the requisite contact person.
- Solicitation of a customer from, or to collect replies to messages sent from, another Internet Service Provider where those messages violate the Company Terms and Conditions document or terms of service of any such provider.

- Intentionally transmitting files or messages containing computer viruses or propagating worms, corrupted files, hoaxes, or other items of a destructive or deceptive nature; Trojan horses, or “spyware” programs.
- Uploading and storing information protected under the privacy or security regulations issued pursuant to any laws of the Country.
- Uploading driver’s license numbers, passport numbers, social security, tax ID or similar numbers, bank, checking, credit card, debit card, financial, or other personal account numbers, and financial or health information which could be considered Personally Identifiable Information (PII).
- The Website or Services may not be used to violate system or network security; such behavior may result in criminal or civil liability. You may not engage, without limitation, in the following activities:
 - Gaining unauthorized access to, or attempting to compromise the normal functioning, operation or security of any network, system, computing facility, equipment, data or information.
 - Engaging in any activities or behavior that may interfere with the ability of others to access or use the Services.
 - Monitoring any data, information or communications on any network or system not owned by you without authorization.

V. LINKS TO OTHER WEBSITES

Our Service may contain links to third-party web sites or services that are not owned or controlled by the Company.

The Company has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that the Company shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods or services available on or through any such web sites or services.

We strongly advise You to read the terms and conditions and privacy policies of any third-party web sites or services that You visit.

VI. USER GENERATED CONTENT

All information, materials and other content, that is added, created, uploaded, submitted, distributed, or posted to the Services by users (collectively “User Content”), whether publicly posted or privately transmitted, is the sole responsibility of the person or entity who so added, created, uploaded, submitted, distributed, or posted such User Content on the Services.

We do not guarantee that any User Content will be made available through the Services. You acknowledge that we may establish general practices and limits concerning use of the Services, including without limitation the maximum period of time that User Content will be retained by the Services and the maximum storage space that will be allotted on our servers on your behalf. You agree that we have no responsibility or liability for the deletion or failure to store any User Content maintained or uploaded by the Services. We reserve the right to, but do not have any obligation to, (a) remove any User Content in our sole discretion, at any time, without notice to you and for any reason (including, but not limited to, upon receipt of claims or allegations from third parties or authorities relating to such User Content or if we are concerned that you may have violated these Terms), or for no reason at all and (b) to remove or block any User Content from the Services.

Quhu users may post, upload or otherwise contribute content to the Site (which may include, for example, pictures, texts, messages, information, playlist titles, descriptions and compilations (“User Content”).

Any User Content shared by You shall be subject to applicable laws and regulations and may be disabled, subject to a take down, or may be subject to an investigation under appropriate laws. Furthermore, if you are found to be in non-compliance with the applicable laws and regulations, these

Terms of Use and/or the Privacy Policy, Quhu, at its sole discretion, shall have the right to terminate your account and/or block your access to the Services.

You are solely responsible for all User Content that you post.

You agree and acknowledge that, with respect to any User Content you post on Quhu, (1) you own or have the right to post such User Content; and (2) such User Content, or its use by Quhu pursuant to the license granted below, does not: (i) violate these Terms, including the Quhu User Guidelines, applicable law, or the intellectual property or other rights of any third party; or (ii) imply any affiliation with or endorsement of you or your User Content by Quhu or any artist, band, label, or other individual or entity without the prior express written consent from Quhu or such individual or entity.

In posting or sharing User Content or other information on the Quhu, please keep in mind that content and other information will be publicly accessible, and may be used and re-shared by others on Quhu and across the web, so please use caution in posting or sharing on Quhu, and be mindful of your account settings.

Monitoring user content

Quhu may, but has no obligation to, monitor or review User Content. Quhu reserves the right to remove or disable access to any User Content for any or no reason. Quhu may take these actions without prior notification to you.

VII. LICENSES THAT YOU GRANT TO US

User Content

You retain ownership of your User Content when you post it to the Quhu. However, in order for us to make your User Content available on the Quhu, you agree to grant a limited license from you to such User Content. Accordingly, you hereby grant to Quhu a non-exclusive, transferable, sub-licensable, royalty-free, fully paid, irrevocable, worldwide license to reproduce, make available, perform and display, translate, modify, create derivative works from, distribute, and otherwise use any such User Content through any medium, whether alone or in combination with other Content or materials, in any manner and by any means, method or technology, whether now known or hereafter created, in connection with the Quhu. Where applicable and to the extent permitted under applicable law, you also agree to waive, and not to enforce, any "moral rights" or equivalent rights, such as your right to be identified as the author of any User Content, including Feedback, and your right to object to derogatory treatment of such User Content.

Feedback

If you provide ideas, suggestions, or other feedback in connection with your use of the Quhu or any Content ("Feedback"), such Feedback is not confidential and may be used by Quhu without restriction and without payment to you. Feedback is considered a type of User Content under these Terms.

Your Device

You also grant to us the right (1) to allow the Quhu to use the processor, bandwidth, and storage hardware on your Device in order to facilitate the operation of the Quhu, (2) to provide advertising and other information to you, and (3) to allow our business partners to do the same.

Content Experience

In any part of the Quhu, the Content that you access, including its selection and placement, may be influenced by commercial considerations, including Quhu's agreements with third parties.

Some Content licensed by, provided to, created by, or otherwise made available by Quhu (e.g., podcasts or shows) may incorporate advertising or other promotional messages.

VIII. ACCOUNTS, PASSWORDS, AND SECURITY

You agree and understand that you are responsible for not automating account creation. You are also responsible for maintaining the confidentiality of passwords associated with any account you use to access the Services. Accordingly, you agree that you will be solely responsible to Quhu for all activities that occur under your account. Quhu is not responsible whatsoever for any actions taken under your account.

IX. CONTENT IN THE SERVICES- INFRINGEMENT CLAIMS

Your use of Quhu is and at all times shall be governed by and subject to the laws regarding copyright, trademark, patent, and trade secret ownership and use of intellectual property. You agree to abide by laws regarding copyright, trademark, patent, and trade secret ownership and use of intellectual property, and you shall be solely responsible for any violations of any laws and for any infringements of any intellectual property rights caused by your access of Quhu.

You agree not to not infringe the proprietary rights of the company, including but not limited to use of any framing techniques to enclose any trademark or logo or other proprietary information of Quhu; or remove, conceal or obliterate any copyright or other proprietary notice or any credit-line or date-line on other mark or source identifier included on the Site / Service, including without limitation, the size, colour, location or style of all proprietary marks.

Any infringement shall be vigorously defended and pursued to the fullest extent permitted by law.

All rights not mentioned expressly are reserved.

X. TERMINATION OF RELATIONSHIP WITH QUHU

Quhu may, at any time, terminate its legal agreement with you, including termination of your Account, if you breach any provision of the Terms, as per the sole discretion of Quhu. Quhu holds the right to deny you Services without any express reason. Quhu may also terminate the relationship with you if Quhu is legally required to do so (e.g., when provision of Services provided by Quhu is, or becomes, unlawful); or if the partner(s) with whom Quhu offered the Services to you has terminated its relationship with Quhu or ceased to offer the Services to you; or the provision of the Services to you by Quhu is, in Quhu's opinion, no longer commercially viable.

Please refer to our Privacy Policy, as well as the licenses described herein, to understand how we treat information you provide to us after you have stopped using our Services. Account termination may result in destruction of any content associated with your account, so keep that in mind before you decide to terminate your account.

Provisions that, by their nature, should survive termination of these Terms shall survive termination. By way of example, all of the following will survive termination: any obligation you have to pay us or indemnify us, any limitations on our liability, any terms regarding ownership or intellectual property rights, and terms regarding disputes between us, including without limitation the arbitration agreement.

XI. EXCLUSION OF WARRANTIES

You expressly understand and agree that your use of the Services is at your sole risk and that the Services are provided "as is" and "as available". In particular, Quhu, do not represent or warrant to you that:

- Your use of the Services will meet your requirements,
- Your use of the Services will be uninterrupted, timely, secure, or free from error,
- Any information obtained by you as a result of your use of the Services will be accurate, reliable, or legal and
- That defects in the operation or functionality of any software provided to you as part of the Services will be corrected.

Any material downloaded or otherwise obtained through the use of the Services is done at your own discretion and risk, and you will be solely responsible for any damage to your computer system or other device, or loss of data that results from the download of any such material.

No advice or information, whether oral or written, obtained by you from Quhu, or through or from the Services shall create any warranty not expressly stated in the terms.

Quhu further expressly disclaims all warranties and conditions of any kind, whether express or implied, including, but not limited to, the implied warranties and conditions of merchantability, fitness for a particular purpose, and non-infringement.

XII. LIMITATIONS OF LIABILITY

To the fullest extent allowed by applicable law, Quhu will never be liable for any direct, indirect, incidental, special, consequential, or exemplary damages which may be incurred by you, however caused and under any theory of liability. This shall include, but not be limited to:

- Any loss of profit (whether incurred directly or indirectly), any loss of goodwill or business reputation, any loss of data suffered, cost of procurement of substitute goods or services, or other intangible loss;
- Any loss or damage which may be incurred by you, including but not limited to loss or damage as a result of:
- Any reliance placed by you on the completeness, accuracy or existence of any advertising, or as a result of any relationship or transaction between you and any advertiser or sponsor whose advertising appears on the services;
- Any changes which Quhu may make to the services, or for any permanent or temporary cessation in the provision of the services (or any features within the services);
- The deletion of, corruption of, or failure to store any content and other communications data maintained or transmitted by or through your use of the services.
- Your failure to provide Quhu with accurate account information;
- Your failure to keep your password or account details secure and confidential.

The limitations on Quhu's liability to you above shall apply whether or not Quhu has been advised of or should have been aware of the possibility of any such losses arising.

XIII. INDEMNITY

To the fullest extent allowed by applicable law, you agree to indemnify and hold Quhu, its affiliates, officers, agents, employees, and partners harmless from and against any and all claims, liabilities, damages (actual and consequential), losses and expenses (including attorneys' fees) arising from or in any way related to any third party claims relating to (a) your use of the Services (including any actions taken by a third party using your account), and (b) your violation of these Terms.

XIV. ADVERTISEMENTS

Some of the Services may be supported by advertising revenue and may display advertisements and promotions. These advertisements may be targeted to the content of information stored on the Services, queries made through the Services, or other information.

The manner, mode, and extent of advertising by Quhu on the Services are subject to change without specific notice to you. In consideration for Quhu granting you access to and use of the Services, you agree that Quhu may place such advertising on the Services.

XV. THIRD PARTY DISPUTES

To the fullest extent permitted by law, any dispute you have with any third party arising out of your use of the service, including, by way of example and not limitation, any carrier or other user, is directly between you and such third party, and you irrevocably release Quhu from any and all claims, demands, and damages (actual and consequential) of every kind and nature, known and unknown, arising out of or in any way connected with such disputes.

XVI. OTHER CONTENT

The Services may include hyperlinks to other web sites or content or resources. Quhu may have no control over any web sites or resources which are provided by companies or persons other than Quhu.

You acknowledge and agree that Quhu is not responsible for the availability of any such external sites or resources, and does not endorse any advertising, products, or other materials on or available from such web sites or resources.

You acknowledge and agree that Quhu is not liable for any loss or damage which may be incurred by you as a result of the availability of those external sites or resources, or as a result of any reliance placed by you on the completeness, accuracy or existence of any advertising, products or other materials on, or available from, such web sites or resources.

XVII. ARBITRATION

Please read the following arbitration agreement carefully because it requires you to arbitrate certain disputes and claims with Quhu and limits the manner in which you can seek relief from us. Both you and Quhu acknowledge and agree that for the purposes of any dispute arising out of or relating to the subject matter of these Terms, Quhu's officers, directors, employees and independent contractors ("Personnel") are third party beneficiaries of these Terms, and that upon your acceptance of these Terms, Personnel will have the right (and will be deemed to have accepted the right) to enforce these Terms against you as the third party beneficiary hereof.

Governing Law and Jurisdiction

These Terms are governed by and shall be construed in accordance with the laws of the India. Further, you and Quhu agree to the jurisdiction of the courts located in India, to resolve any dispute, claim, or controversy that relates to or arises in connection with these Terms or Quhu service that is not subject to mandatory arbitration under the Arbitration Agreement below, and waive any jurisdictional, venue or inconvenient forum objections to such courts.

ARBITRATION AGREEMENT

This Arbitration Agreement section sets forth the terms and conditions pursuant to which disputes, claims and controversies between you and Quhu will be resolved through arbitration ("Arbitration Agreement").

Dispute resolution and arbitration

You and Quhu agree that any dispute, claim, or controversy between you and Quhu arising in connection with or relating in any way to these Terms or to your relationship with Quhu as a user of the Quhu Service (whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory, and whether the claims arise during or after the termination of these Terms) will be determined by mandatory binding individual (not class) arbitration. You and Quhu further agree that the arbitrator shall have the exclusive power to rule on his or her own jurisdiction, including any objections with respect to the existence, scope or validity of the Arbitration Agreement or to the arbitrability of any claim or counterclaim. The arbitrator must follow these Terms and can award the same damages and relief as a court (including attorney fees and costs only where allowable under applicable law), except that the arbitrator may not award any relief, including declaratory or injunctive relief, benefiting anyone but the parties to the arbitration. This arbitration provision will survive termination of these Terms.

The Arbitrator shall be a sole arbitrator appointed by Quhu and the seat and venue of arbitration shall be New Delhi, India.

Exceptions

You and Quhu both agree that nothing in this Arbitration Agreement will be deemed to waive, preclude, or otherwise limit either of our rights, at any time, to bring an individual action in a court of law, in accordance with the jurisdiction and venue described in the Dispute Resolution and Arbitration section above, seeking (a) only temporary or preliminary individualized injunctive relief, pending a final ruling from the arbitrator or (b) public injunctive relief, pending a ruling on the substance of such claim from the arbitrator. In addition, this Arbitration Agreement does not stop you or us from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against us on your behalf (or vice versa).

No class Or representative proceedings; class action waiver

YOU AND QUHU AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE ACTION. Unless both you and Quhu agree, no arbitrator or judge may consolidate more than one person's claims or otherwise preside over any form of a representative or class proceeding. The arbitrator may award injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. If a court decides that applicable law precludes enforcement of any of this paragraph's limitations as to a particular claim for relief, then that claim (and only that claim) must be severed from the arbitration and may be brought in court.

Enforceability

If this Arbitration Agreement is invalidated in whole or in part, the parties agree that the exclusive jurisdiction and venue described in the 'Governing law and jurisdiction' section above shall govern with respect to any aspect of any dispute, claim or controversy that, as a result of such invalidation, is no longer governed by this Arbitration Agreement.

XVIII. GRIEVANCE REDRESSAL

Grievances Redressal Process

As per the Information Technology Rules, 2021, those Quhu users located in India who have a complaint or concern related to any online curated content available on Quhu's platform in India may address those concerns via email to Mr. Vishal Saini vide E-mail ID support@quhu.me i.e. the Grievance Officer, or through the Quhu App itself. The Grievance Officer shall - (i) acknowledge the complaint within twenty four hours and dispose off such complaint within a period of fifteen days from the date of its receipt.

What to include in Grievance request

We intend to address your complaints and concerns to the Grievance Officer in an immediate and timely manner. As such please include the following information in your email:

- The programme title, name or other identifier of the content
- The type of content (Audio or Video) (*if applicable*)
- The type of complaint: e.g: classification of content, age related, the nature of the content itself.
- A short summary of the complaint or concern.
- Your name, email id and phone number where you may be contacted.

XIX. GENERAL LEGAL TERMS

Sometimes when you use the Services, you may (as a result of, or through your use of the Services) use a service or download a piece of software, or media, or purchase goods, which are provided by another person or company. Your use of these other services, software, or goods may be subject to separate terms between you and the company or person concerned. In the event the Terms do not affect your legal relationship with these other companies or individuals.

You and Quhu agree that the Terms constitute the complete and exclusive legal agreement between you and Quhu and govern your use of the Services (but excluding any services which Quhu may provide to you under a separate written agreement), and completely supersede and cancel any prior written and oral agreements, communications and other understandings between you and Quhu in relation to the Services and the subject matter of the Terms.

You will be responsible for paying, withholding, filing, and reporting all taxes, duties, and other governmental assessments associated with your activity in connection with the Services, provided that Quhu may, in its sole discretion, do any of the foregoing on your behalf or for itself as it sees fit.

You hereby acknowledge and agree that you are not an employee, agent, partner, or joint venture of Quhu, and you do not have any authority of any kind to bind Quhu in any respect whatsoever.

You agree that Quhu may provide you with notices, including those regarding changes to the Terms, by email, regular mail, or postings on the Services. You agree that if you or Quhu do not exercise or enforce any legal right or remedy which is contained in the Terms (or which you or Quhu have the benefit of under any applicable law), this will not be taken to be a formal waiver of you or Quhu's rights and that those rights or remedies will still be available to you or Quhu.

If any court of law, having the jurisdiction to decide on this matter, rules that any provision of these Terms is invalid, then that provision will be removed to the minimum extent necessary from the Terms without affecting the rest of the Terms. The remaining provisions of the Terms will continue to be in full force and effect and enforceable.

You may not assign, delegate or transfer these Terms or your rights or obligations hereunder, or your Services account, in any way (by operation of law or otherwise) without Quhu's prior written consent. We may transfer, assign, or delegate these Terms and our rights and obligations without consent.

