

Privacy Policy

Protecting your private information is our priority. This Statement of Privacy applies to Elife, and Elife Limo and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to Elife Limo include www.elifelimo.com and Elife. The Elife application is a On-line private transportation services platform application. By using the Elife application, you consent to the data practices described in this statement.

1. Collection of your Personal Information

In order to better provide you with products and services offered, Elife may collect personally identifiable information, such as your:

- First and Last Name
- E-mail Address
- Phone Number (for phone call contact as well as the messaging service requested by the customer (e.g. WhatsApp, Telegram, WeChat)
- Social Media login ID for the customer to be contacted through the social platform of his choice (e.g. [Facebook](#), [Twitter](#), TaoBao)

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services. These may include: (a) registering for an account; (b) entering a sweepstakes or contest sponsored by us or one of our partners; (c) signing up for special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing products and services. To wit, we will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

2. Use of your Personal Information

Elife collects and uses your personal information to operate and deliver the services you have requested.

Elife may also use your personally identifiable information to inform you of other products or services available from Elife and its affiliates.

3. Sharing Information with Third Parties

Elife does not sell, rent or lease its customer lists to third parties.

Elife may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third

parties are prohibited from using your personal information except to provide these services to Elife, and they are required to maintain the confidentiality of your information.

Elife may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Elife or the site; (b) protect and defend the rights or property of Elife; and/or (c) act under exigent circumstances to protect the personal safety of users of Elife, or the public.

4. Right to Deletion

Subject to certain exceptions set out below, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records;
 - Direct any service providers to delete your personal information from their records.
- Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:
- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
 - Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
 - Debug to identify and repair errors that impair existing intended functionality;
 - Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
 - Comply with the California Electronic Communications Privacy Act;
 - Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;
 - Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
 - Comply with an existing legal obligation; or
 - Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

5. Children Under Thirteen

Elife does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this application.

6. E-mail Communications

From time to time, Elife may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication.

7. Changes to this Statement

Elife reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our application, and/or by updating any privacy information. Your continued use of the application and/or Services available after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

8. Contact Information

Elife welcomes your questions or comments regarding this Statement of Privacy. If you believe that Elife has not adhered to this Statement, please contact Elife at:

Elife Limo

1336 N Carolan Ave, Burlingame, California 94116

Email Address:

booking@elifelimo.com

Telephone number:

+1 8008144204

Effective as of July 01, 2019

Terms and Conditions

1. Acceptance.

Use of the Elife Limo ("Elife") web sites at www.elifelimo.com and www.elifetransfer.com, (collectively, the "Web Site") and the Elife Mobile Applications (stated as "Mobile App"), the on-line private transportation services platform (the "Services"). The service of Elife is made up only by the arrangement of an entitlement to carriage for a User over a transportation service provider as an intermediate, and not in the provision of the transportation service itself. Elife provides transportation services not by itself, but through third parties. Elife arranges for the User simply an entitlement to carriage over a transportation service provider independent of Elife. Therefore, Elife makes the necessary arrangements with the transportation service provider in its own name, which provides the User with an entitlement to carriage over the Third-Party Beneficiary. Consequentially, Users are entitled to demand transportation services and other claims directly from the transportation service provider. The User uses Elife only as an intermediate or an

arranger and not as a transport service. The compensation claim of Elife is made up of arrangement fees as well as the advance payment made by Elife to the transportation service provider. All users are subject to the terms and conditions of use set forth below ("Terms of Use"), which include Elife's Privacy Policy, incorporated into these Terms of Use by reference.

PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THE WEB SITE, THE SERVICES, OR THE MOBILE APP. BY USING THE WEB SITE, THE SERVICES, OR THE MOBILE APP, YOU AGREE TO THESE TERMS OF USE. IF AN INDIVIDUAL IS USING THE WEB SITE, THE SERVICES, OR THE MOBILE APP ON BEHALF OF A BUSINESS ENTITY, WHETHER AS AN EMPLOYEE, CONSULTANT OR AGENT OF SUCH BUSINESS ENTITY, BY DOING SO, SUCH INDIVIDUAL REPRESENTS THAT THEY HAVE THE LEGAL CAPACITY AND AUTHORITY TO BIND SUCH BUSINESS ENTITY TO THE TERMS OF USE. "YOU" SHALL REFER BOTH TO THE INDIVIDUAL ACCESSING THE WEB SITE, THE SERVICES, OR THE MOBILE APP ON BEHALF OF A BUSINESS ENTITY, IF ANY, AND ANY SUCH BUSINESS ENTITY ITSELF. ELIFE MAY CHANGE THESE TERMS OF USE FROM TIME TO TIME WITHOUT NOTICE, AND SUCH CHANGES WILL BE EFFECTIVE ON THE DATE THEY ARE POSTED ON THE WEB SITE. USE OF THE WEB SITE, THE SERVICES, AND THE MOBILE APP AFTER SUCH CHANGES HAVE BEEN POSTED CONSTITUTES YOUR ACCEPTANCE OF ALL SUCH CHANGES. IF YOU DO NOT AGREE TO THESE TERMS OF USE, DO NOT USE THE WEB SITE, THE SERVICES, OR THE MOBILE APP.

2. Use of the Web Site, the Services, and the Mobile App.

You may only use the Web Site, the Services, and the Mobile App in accordance with the Terms of Use, any posted policies and procedures that appear on the Web Site, and for lawful purposes. You agree not to use the Web Site, the Services, or the Mobile App to: (a) transmit any material that infringes or misappropriates any third party's copyright, trademark, trade secret, patent, or other proprietary rights, (b) transmit any material that is false, inaccurate, fraudulent, or misleading, (c) distribute computer viruses, worms, or software intended to damage or alter a computer system without the owner's consent, (d) use "auto-responders," "cancel-bots," or other similar mechanisms that generate excessive network traffic, (e) transmit any unlawful, harmful, defamatory, pornographic, obscene, vulgar, threatening, harassing or otherwise objectionable material, (f) send or relay any unsolicited advertising or chain letters, (g) exceed your permitted access or attempt to gain unauthorized access to the Web Site, the Services, or the Mobile App, or any part thereof, or other accounts, computer systems or networks, through login password mining or any other means, (h) frame any portions of the Web Site, the Services, or the Mobile App within another web site or establish links from any other web site to any page of the Web Site other than the home page or (i) resell use of, or access to, the Web Site, the Services, or the Mobile App to any third party without Elife's prior written consent. Elife reserves the right to terminate your access to the Web Site, the Services, or the Mobile App at any time without notice if we determine, in our sole discretion, that you have abused or violated any of these terms and conditions.

3. Your Account.

If you use the Web Site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You may not assign or otherwise transfer your account to any other person or entity. You acknowledge that Elife is not responsible for third party access to your account that results from theft or misappropriation of your account. Elife and its associates reserve the right to refuse or cancel service, terminate accounts, or remove or edit content in our sole discretion.

4. Services.

Elife's provision of its Services may be subject to other terms, conditions and restrictions posted on the Web Site, the Mobile App or otherwise communicated by Elife to The User, including via email and/or social media. The Services are subject to availability and all price quotes are estimates. Please refer to the Frequently Asked Questions page and/or Service Terms of Use page for more information.

5. Privacy.

The use of Elife is subject to Elife's Privacy Policy. Please review our Privacy Policy, which also governs the Site and informs users of our data collection practices.

6. Electronic Communications.

Visiting Elife or sending emails to Elife constitutes electronic communications. The User consents to receive electronic communications and agrees that all agreements, notices, disclosures and other communications that we provide to The User electronically, via email and on the Web Site, satisfy any legal requirements that such communications be in writing.

7. Links to Third Party Sites/Third Party Services.

Elife may contain links to other websites ("Linked Sites"). The Linked Sites are not under the control of Elife and Elife is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. Elife is providing these links to the User only as a convenience, and the inclusion of any link does not imply endorsement by Elife of the site or any association with its operators. Certain services made available via Elife are delivered by third party sites and organizations. By using any product, service or functionality originating from the Elife, you hereby acknowledge and consent that Elife may share such information and data with any third party with whom Elife has a contractual relationship to provide the requested product, service or functionality on behalf of Elife users and customers.

8. Children Under Thirteen.

Elife does not knowingly collect, either online or offline, personal information from persons under the age of thirteen. If you are under 18, you may use www.elifelimo.com only with permission of a parent or guardian.

9. Warranty Disclaimer.

THE WEB SITE, THE SERVICES, THE MOBILE APP AND ANY INFORMATION PROVIDED THROUGH THE WEB SITE, THE SERVICES, OR MOBILE APP, INCLUDING ANY THIRD PARTY APPLICATIONS OR THIRD PARTY PROVIDED INFORMATION, ARE PROVIDED BY ELIFE ON AN "AS IS" BASIS, AND NEITHER ELIFE NOR ITS SUBSIDIARIES, PARTNERS, AFFILIATES, VENDORS OR SUBCONTRACTORS MAKE ANY REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF THE WEB SITE, THE SERVICES, OR THE MOBILE APP OR THE INFORMATION MADE AVAILABLE BY OR THROUGH THE WEB SITE, THE SERVICES, OR THE MOBILE APP. IN ADDITION, ELIFE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY AND NON-STATUTORY, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY OF INFORMATION, TITLE, QUIET ENJOYMENT, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT, OR ANY WARRANTY ARISING FROM COURSE OF DEALING OR CUSTOM OF TRADE. NEITHER ELIFE NOR ANY OF ITS SUBSIDIARIES, PARTNERS, AFFILIATES, VENDORS OR SUBCONTRACTORS WARRANTS THAT USE OF THE WEB SITE, THE SERVICES, OR THE MOBILE APP WILL BE UNINTERRUPTED, AVAILABLE AT ANY TIME OR FROM ANY PARTICULAR LOCATION, SECURE OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE WEB SITE, THE SERVICES, OR THE MOBILE APP ARE FREE OF VIRUSES OR OTHER POTENTIALLY HARMFUL COMPONENTS. Some jurisdictions may not allow the exclusion of certain warranties, so some of the above exclusions may not apply to you.

10. Limitation of Liability.

IN NO EVENT WILL ELIFE, ANY OF ITS SUBSIDIARIES, PARTNERS, AFFILIATES, VENDORS OR SUBCONTRACTORS, INCLUDING THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS, BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION THOSE RESULTING FROM LOST PROFITS, LOST DATA OR BUSINESS INTERRUPTION) ARISING OUT OF THE USE OF OR INABILITY TO USE THE WEB SITE, THE SERVICES, OR THE MOBILE APP, OR ANY WEBSITES OR THIRD PARTY APPLICATIONS LINKED TO THE WEB SITE, THE SERVICES, OR THE MOBILE APP, WHETHER BASED ON CONTRACT, TORT OR OTHER LEGAL THEORY, AND REGARDLESS OF WHETHER ELIFE KNEW OR WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ELIFE'S'S AGGREGATE LIABILITY FOR DIRECT DAMAGES ARISING FROM OR RELATING TO THE WEB SITE, THE SERVICES, OR THE MOBILE

APP (REGARDLESS OF THE CAUSE OF ACTION, WHETHER UNDER CONTRACT, TORT, OR OTHER LEGAL THEORY) IS LIMITED TO THE GREATER OF (i) THE AMOUNT PAID BY THE USER TO Elife FOR THE SPECIFIC SERVICE THAT IS THE SUBJECT OF THE DISPUTE OR (ii) \$50. THE FOREGOING LIMITATIONS OF LIABILITY ARE INDEPENDENT OF, AND SHALL APPLY REGARDLESS OF, ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED OR EXCLUSIVE REMEDY. You acknowledge that Elife has agreed to provide the Web Site, the Services, and the Mobile App in reliance on the exclusions of liability and disclaimers of warranty set forth herein. Some jurisdictions do not allow the limitation of incidental or consequential damages, so the above limitation may not apply to you.

11. Indemnification.

The User agrees to indemnify and hold Elife, its subsidiaries, partners, affiliates, vendors, subcontractors, officers, employees, and agents harmless from any and all losses, liabilities, damages and/or costs (including reasonable attorneys' fees) arising from any third-party claims arising from or related to the use of the Web Site, the Services, or the Mobile App, or the violation of the Terms of Use or the Privacy Policy.

12. Payment.

Elife uses a third-party payment processor (the "Payment Processor") to link the User credit card account to pay for the Services booked on the Web Site and through the Mobile App. The processing of payments or credits, as applicable, in connection with use of the Web Site, the Services, and the Mobile App will be subject to the terms, conditions and privacy policies of the Payment Processor and the credit card issuer in addition to these Terms of Use. Elife is not responsible for any errors made by the Payment Processor. In connection with the use of the Web Site, the Services, or the Mobile App, Elife will obtain certain transaction details, which Elife will use solely in accordance with the Privacy Policy.

13. Waiver; Remedies.

The failure of Elife to partially or fully exercise any rights or the waiver of Elife of any breach of these Terms of Use by the User, shall not prevent a subsequent exercise of such right by Elife or be deemed a waiver by Elife of any subsequent breach by the User of the same or any other term of these Terms of Use. The rights and remedies of Elife under these Terms of Use and any other applicable agreement between the User and Elife shall be cumulative, and the exercise of any such right or remedy shall not limit Elife's right to exercise any other right or remedy.

14. International Users.

The Service is controlled, operated and administered by Elife from its offices within the USA. If the User access the Service from a location outside the USA, is responsible for

compliance with all local laws. You agree that will not use the Elife Content accessed through Elife in any country or in any manner prohibited by any applicable laws, restrictions or regulations.

15. Arbitration.

In the event the parties are not able to resolve any dispute between them arising out of or concerning these Terms and Conditions, or any provisions hereof, whether in contract, tort, or otherwise at law or in equity for damages or any other relief, then such dispute shall be resolved only by final and binding arbitration pursuant to the Federal Arbitration Act, conducted by a single neutral arbitrator and administered by the American Arbitration Association, or a similar arbitration service selected by the parties, in a location mutually agreed upon by the parties. The arbitrator's award shall be final, and judgment may be entered upon it in any court having jurisdiction. In the event that any legal or equitable action, proceeding or arbitration arises out of or concerns these Terms and Conditions, the prevailing party shall be entitled to recover its costs and reasonable attorney's fees. The parties agree to arbitrate all disputes and claims in regard to these Terms and Conditions or any disputes arising as a result of these Terms and Conditions, whether directly or indirectly, including Tort claims that are a result of these Terms and Conditions. The parties agree that the Federal Arbitration Act governs the interpretation and enforcement of this provision. The entire dispute, including the scope and enforceability of this arbitration provision shall be determined by the Arbitrator. This arbitration provision shall survive the termination of these Terms and Conditions.

16. Force Majeure.

Elife shall not be responsible for damages caused by delay or failure to perform, in full or in part, any of its obligations in connection with the Web Site, the Services, or the Mobile App provided that there is due diligence in attempted performance under the circumstances and that such delay or failure is due to fire, earthquake, unusually severe weather, strikes, government sanctioned embargo, flood, act of God, act of war or terrorism, act of any public authority or sovereign government, civil disorder, delay or destruction caused by public carrier, or any other circumstance substantially beyond the control of Elife.

17. Entire Agreement.

These Terms of Use and the other policies and terms posted on the Web Site set forth the entire agreement between the User and Elife on this subject matter and supersede all other negotiations, understandings, statements and agreements between the parties.

18. Changes to Terms.

Elife reserves the right, in its sole discretion, to change the Terms under which Elife is offered. The most current version of the Terms will supersede all previous versions. Elife encourages you to periodically review the Terms to stay informed of our updates.

19. Questions, Contact Us

Elife welcomes your questions or comments regarding the Terms:

Elife Limo

1336 N Carolan Ave

Burlingame, California 94010

Email Address:

booking@elifelimo.com

Telephone number:

+1 8008144204

Effective as of July 01, 2019

Elife Limo Rider Supplemental Terms and Conditions

Important Note!

These Supplemental Terms and Conditions supplement and are hereby incorporated into Elife's Terms of Use and apply to all customers ("Riders") who use the Elife Services to purchase or obtain transportation services.

1.Reservations

Placing a Reservation: It is recommended that you make a reservation as soon as your itinerary is confirmed. If you book an airport transfer within 24 hours before the ride or a charter within 48 hours (in some regions, within 72 hours), an expedited service fee will be applied (specific details can be found in the pricing standards and rules).

When placing an order, please provide accurate travel details including:

- Travel date
- Flight/train/cruise number
- Pickup time
- Airport/station information
- Pickup/drop-off locations
- Passenger names
- Contact details
- Number of passengers

- Number of children (include age, weight, height, and whether a child car seat is needed)
- Luggage quantity and dimensions (default luggage standard is 24 inches, larger luggage exceeding 24 inches is counted as 2 pieces)
- Pets/service animals

If you have any special requirements, please mention them in the notes section (such as requiring a Chinese-speaking driver). We will make reasonable efforts to accommodate these requests but make no guarantees.

Reservation Confirmation : After successfully placing and paying for your order, the Elife platform will promptly send you relevant travel information (driver contact details, etc.). Please carefully check the contact method (e.g., email or text) you provided during booking for your booking confirmation. If you are overseas without roaming, you might not receive text messages; please pay attention to your email. (We recommend that you only provide us with contact methods that you will have access to while traveling abroad to ensure we are able to contact you.) If the driver does not contact you before your trip, please proactively reach out to the driver or customer service to ensure a smooth journey.

Your driver will strictly follow the details of the confirmed booking. If you find a mistake or wish to make any modifications to your booking, you must inform customer service as soon as possible. The driver reserves the right to refuse requests for deviations from the confirmed booking, and no fees will be refunded.

2. Availability; Other Fees

Normal service hours are 08:00 to 22:00 local time. Service during the nighttime hours (22:00-8:00) incurs a nighttime service fee. Please contact customer service to inquire about nighttime service. Additional charges apply for value-added services such as airport pick-up with a sign, assistance with hotel check-in, ticket assistance, child safety seats, etc. Likewise, if the actual duration of service exceeds the stipulated service duration, overtime fees will apply. Unless your booking includes unlimited mileage, if the actual mileage traveled exceeds the stipulated service mileage, excess mileage fees will apply. Please contact customer service to request more information about specific fees.

3. Order Modification

Generally :Order modifications are limited to passenger names, contact numbers, number of passengers, and luggage count (subject to the originally ordered vehicle's capacity). If you need to make any other changes to your order, you must cancel the original order and place a new order with the modifications. The price for your booking will be based on the new order (prices may vary based on peak/off-peak seasons or exchange rate fluctuations). If an order qualifies for a free modification, one free modification is allowed. **Modification of Add-On Services** :Within 24 hours before the main order's service start time, modifications can be made to add-on services or change the name on the pick-up sign, or the specifications of child

seats. However, losses incurred by drivers due to modifications (such as non-returnable child seats) remain your responsibility. Modifications may result in a change of driver service.

4. Airport/Train/Port Transfer Services

Waiting Time :Transfer services for airport arrivals include a free waiting period of up to 60 minutes after the scheduled flight arrival time. Transfer services for departures include a free waiting period of up to 15 minutes after the scheduled pick-up time.

Buffer Time: International arrivals include 30 minutes of buffer time. Local flights do not include any buffer time; if buffer time is needed, please choose buffer time with your booking (max. 2 hours). Your driver's waiting time starts from actual flight time plus buffer time. For example, if your flight arrival time is 9:00 am, and you have a 30-minute buffer time, your driver's waiting time (60 minutes) starts at 9:30 am.

Flights Delays: Flight delays that cause you to arrive more than 2 hours after your scheduled arrival time may require you to reschedule your transfer service. If your driver is unable to pick you up as scheduled, your order will be cancelled without charge.

Meet-and-Greet Arrival Service: Please request meet-and-greet arrival service with your booking reservation. Meet-and-greet arrival service is subject to availability and airport policies. If meet-and-greet is not possible at the arrival gate, we will send you a different meeting point where you will be able to locate your driver.

5. Intercity Transfer and Point to Point Transfer

Waiting Time: Intercity transfers and point-to-point transfers include a free waiting period of 15 minutes after the scheduled pick-up time.

Change of Destination due to Road Closures: If your destination cannot reasonably be reached due to road closures, traffic conditions, or other circumstances, the driver reserves the right to deliver you to another nearby location.

6. Extra Stops

You may request additional stop during a ride. Accommodating additional stops is at the driver's discretion. Additional charges may apply based on the number of stops, time, and distance from the original route.

7. Hourly Booking/Private Tour

Hourly bookings and private charters are billed based on the amount of time reserved. Additional charges may apply for exceeding the reservation time. Hourly bookings and private charters include unlimited mileage.

8. Child Seats

Child safety seats must be requested at the time of booking. One (1) child safety seat will be provided at no extra charge; additional child safety seats may incur an additional service fee. Child safety seat requests received after the time of booking will be fulfilled subject to availability. No refunds or cancellations will be given if a driver is unable to provide service upon arrival because an insufficient number of child safety seats were requested.

9. Payment

Elife fees include: vehicle usage fee, fuel cost, driver service fee (tips), meal allowance, accommodation allowance, parking fee (driver does not need to accompany throughout), toll fees, entry fees, congestion fees, deadhead fees, etc. However, it does not include additional fees such as overtime fees, excess mileage fees, nighttime service fees, child seat fees, urgent fees, holiday fees, and other fees that may be charged based on actual circumstances.

Elife reserves the right to adjust prices based on holidays, local holidays/events, demand, and congestion at the destination.

The fees paid for services provided by transportation service providers will be invoiced to you by the transportation service provider. The transportation service provider will issue a value-added tax electronic invoice based on the actual payment amount. If needed, please contact customer service within 30 days after the completion of the trip to process the invoice.

10. Disputes

Elife will resolve charge disputes based on the following policy:

For both personal and corporate profiles, all charges applied to a Rider's payment method will be considered correct. Any charge dispute must be filed within 14 days of the date of the charge. Copies of all applicable financial statements showing the disputed charges or items must be mailed to Elife at: refund@elifelimo.com. All disputes initiated after the 14-day dispute window will be considered final and non-refundable.

11. Damage to Transportation Vehicles; Cleaning Fees

Riders will be exclusively liable for any damage or other harm caused to a transportation vehicle or driver during a ride, as well as any fines and legal fees resulting from the damages made to the vehicle or driver. You acknowledge and agree that each driver reserves the right to terminate or end a ride early to avoid harm or threatened harm to the vehicle or the driver, or in the event of Rider misconduct.

All vehicles are non-smoking. Any signs of smoking in a vehicle will result in a minimum mandatory \$250.00 cleaning fee. Drivers reserve the right to terminate any trip early if any passenger smokes in the vehicle; in which case, all fees will be non-refundable.

A cleaning fee of up to \$200.00 may be charged if you leave any trash, unsanitary debris, vomit, or spills in the vehicle.

12.No Shows

If a Rider has not appeared by the expiration of the applicable free waiting period, the driver will attempt to contact the Rider using the Rider's provided contact information to arrange additional waiting time. If a Rider cannot be reached to approve additional waiting time, the service will be considered a "No Show." No Shows are reported to our help center, and Riders remain responsible for the full, non-refundable ride fee.

13. Numbers of Passengers

You are solely responsible for reserving a vehicle category with sufficient seats for all passengers and with sufficient cargo space for all luggage. Please ensure that you choose a vehicle category with sufficient capacity your party and baggage, as drivers must strictly adhere to the vehicle's stated passenger and cargo limits.

14. Vehicle Categories

When you book a reservation, you will be asked to choose a vehicle category (e.g. "Sedan", "Business Sedan", "Minivan", "Business Minivan", "Minibus" or "Bus"). We are unable to accommodate requests for specific car models at this time. The vehicle images shown on Elife's website are for illustrative purposes only and not connected with any right to a particular vehicle model for the booked vehicle category, as differences may occur (especially in international services).

We recommend that you reserve your vehicle at least 24 hours in advance for a wider selection of vehicle categories. Bookings made less than 24 hours in advance are subject to availability and may have a more limited selection of available vehicle categories. If you have a confirmed reservation and your chosen vehicle category becomes unavailable, Elife reserves the right to upgrade your reservation to a higher category vehicle at no extra charge (e.g., we may upgrade you from the "Sedan" vehicle class to "Business Sedan" or "Minivan").

15. Pet and Service Animals

Pets and service animals may be transported in the reserved vehicles at no additional charge. However, please note that each pet/service animal counts toward the vehicle's passenger allowance. For example, if you have reserved a 5-passenger vehicle and will be transporting 2 pets, the vehicle only has room for 3 human passengers (5-person capacity – 2 pets = 3 seats open). If you will be accompanied by pets/service animals, you must notify your driver at the time of booking your reservation or at least as soon as possible thereafter.

16. Cancellation

Cancellation Requests for Airport Transfers and Single-Trip Orders:

(1) 7-seater and below vehicle models

Cancellation requests must be received at least 24 hours before scheduled pick up time to qualify for a full refund. Cancellation requests received less than 24 hours before scheduled pick up time will be charged in full and will not receive any refund. Please allow 5 to 7 business days to receive your refund after your cancellation request has been received.

(2) 8-14 seater vehicle models

Cancellation requests must be received at least 48 hours before scheduled pick up time to qualify for a full refund. Cancellation requests received less than 48 hours before scheduled pick up time will be charged in full and will not receive any refund. Please allow 5 to 7 business days to receive your refund after your cancellation request has been received.

(3) 16-seater and above vehicle models

Cancellation requests must be received at least 14 days before scheduled pick up time to qualify for a full refund. Cancellation requests received less than 14 days but more than 7 days before scheduled pick up time will receive a partial refund equal to 50% of the full booking value. Cancellation requests received less than 7 days before scheduled pick up time will not receive any refund. Please allow 5 to 7 business days to receive your refund after your cancellation request has been received.

Cancellation Policies for Charter Orders:

Single-Day Charter:

(1) Vehicles with up to 7 seats:

If the cancellation request is made more than 48 hours before the start of the service (excluding the 48-hour mark), it is free of charge.

If the cancellation request is made within 48 hours of the start of the service (including the 48-hour mark), 100% of the order amount will be charged as a penalty.

(2) Vehicles with 8 to 14 seats:

If the cancellation request is made more than 72 hours before the start of the service (excluding the 72-hour mark), it is free of charge.

If the cancellation request is made within 72 hours of the start of the service (including the 72-hour mark), 100% of the order amount will be charged as a penalty.

(3) Vehicles with 16 seats or more:

If the cancellation request is made more than 7 days before the start of the service (excluding the 7-day mark), it is free of charge.

If the cancellation request is made within 7 days of the start of the service (including the 7-day mark), 100% of the actual payment amount will be charged as a penalty.

Multi-Day Charter:

(1) Vehicles with up to 7 seats:

If the cancellation request is made more than 72 hours before the start of the service (excluding the 72-hour mark), it is free of charge.

If the cancellation request is made within 72 hours of the start of the service (including the 72-hour mark), 100% of the order amount will be charged as a penalty.

(2) Vehicles with 8 to 14 seats:

If the cancellation request is made more than 7 days before the start of the service (excluding the 7-day mark), it is free of charge.

If the cancellation request is made within 7 days of the start of the service (including the 7-day mark), 100% of the order amount will be charged as a penalty.

(3) Vehicles with 16 seats or more:

If the cancellation request is made more than 14 days before the start of the service (excluding the 14-day mark), it is free of charge.

If the cancellation request is made within 14 days of the start of the service (including the 14-day mark), 100% of the order amount will be charged as a penalty.

Cancellation Requests Due to Flight Cancellation, Natural Disaster, etc.:

If the flight specified in your reservation is cancelled, or a natural disaster prevents you from traveling, we will provide a full refund for any associated ride booking that is no longer needed as a result of the flight cancellation or natural disaster. You must contact customer service immediately to cancel the order. While the order cancellation is free, any additional costs (such as non-refundable hotel fees) incurred remain your responsibility.

Cancellation Requests for Add-On Services:

Cancellation requests must be received at least 24 hours before scheduled pick up time to qualify for a full refund. However, unavoidable costs and expenses incurred by drivers due to cancellations (such as non-returnable child seats) remain your responsibility.

17. Baggage and Lost or Misplaced Items

It is your responsibility to check the vehicle thoroughly prior to exiting for all your personal belongings. Elife will take reasonable steps to ensure that any lost or misplaced items are secured and retrieved, but Elife does not assume any liability or responsibility for the handling or maintenance of any baggage, personal effects, or other property that you or any other passenger leaves in a vehicle.

18. Safety Belts

Elife requires its passengers to comply with all local laws and regulations regarding safety belts and other safety equipment.

19. Customer Service

Please contact customer service immediately if you encounter any issues during the service. Any complaints must be received within 30 days of the date of service; complaints submitted after this period will not be processed.

