

# Terms and Conditions of Use for QuickFixx

Last updated: June 7, 2025

## 1. Purpose

These Terms and Conditions of Use (TCU) define the terms and conditions of access and use of the services provided by QuickFixx, a mobile application and integrated roadside assistance service. QuickFixx is both the owner of the digital platform and the direct provider of assistance services.

## 2. Services Offered

QuickFixx offers rapid roadside assistance to motorists and moto-taxi drivers, including:

- On-site breakdown intervention
- Vehicle and motorcycle towing
- Tire change (cars and motorcycles)
- Battery assistance
- Fuel delivery
- Vehicle unlocking
- Driver or rider repatriation
- Temporary vehicle or motorcycle rental (in certain areas)

These services are available 24/7 depending on coverage zones.

## 3. Conditions of Access

The user must:

- Be at least 18 years old
- Be the owner or authorized driver/rider of the concerned vehicle or motorcycle
- Be up to date with their subscription or make the required one-time payment

- Provide accurate and complete information

#### 4. Pricing and Payment

QuickFixx offers two types of pricing:

- Monthly or yearly subscription plans (Bronze, Silver, Gold)
- One-time on-demand payments

Prices are clearly displayed in the app before confirmation of any service. Payment is made via bank card, mobile money, or any other secure method offered on the platform.

#### 5. QuickFixx Commitments

QuickFixx commits to:

- Provide fast and professional assistance according to subscription or one-time service conditions
- Ensure traceability of interventions via the app
- Guarantee the confidentiality of client data
- Offer a responsive customer service for any request or complaint

#### 6. User Responsibilities

The user agrees to:

- Provide accurate information about the breakdown or situation
- Be present at the agreed location
- Maintain respectful behavior towards QuickFixx agents

Any false declaration or abuse may result in suspension or termination of the user account.

#### 7. Liability Limitations

QuickFixx shall not be held responsible for intervention delays due to force majeure (bad weather,

extreme traffic, non-covered areas, etc.).

In the event of damage caused during an intervention, QuickFixx commits to investigate and, where applicable, compensate the user according to its insurance policy.

## 8. Personal Data

Data collected by QuickFixx is processed in accordance with current data protection laws. No information will be shared with third parties without the user's express consent.

## 9. Termination

The user may terminate their subscription at any time via the app. QuickFixx also reserves the right to suspend an account in case of fraudulent or abusive use.

## 10. Applicable Law

These TCU are governed by the laws in force in Cameroon. In case of dispute, the competent courts will be those where QuickFixx's headquarters are located.