

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 which include, but not limited to, emails, phone calls, text messages, web notification, and in app messages, and agrees that all agreements, notices, disclosures and other communications that we provide to The User electronically 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 Services terms and conditions

Important Note!

All users, using our services in any capacity are bound to accept and follow the following service terms and conditions. If case you do not want to accept and them, please restrain yourself from using our services in any capacity. ELIFE reserves for itself all the rights to modify, change or cancel any or all of these services terms and conditions without prior notice to its services users. We hope you will cooperate with us to ensure the best transportation service as usual.

1.Waiting period for Airport Transfer services.

Our pick up services (airport, train station and port transfer) include a free waiting period of up to 60 minutes after the scheduled flight landing/train or cruise arrival time.

As for the drop off rides, a 15-minute free waiting is included.

Additional fees apply in case of exceeding the waiting period.

2. Waiting period for Intercity Transfer and Point to Point Transfer

A 15-minute free waiting is included in any of these services.

Additional fees apply in case of exceeding the waiting period.

3. Extra stops

The customer can ask his driver to make stops during the ride. Additional charges may apply, based on the number of stops, time and distance from the original route.

4. Hourly booking/Private tour

These services are charged based on the time scheduled for them. Additional charges may apply for exceeding the time period hired. There' s no mileage limit for the time hired.

5. Child seats

Baby/infant seats can be provided upon request with no extra charge. In order to fulfill the request, it must be placed during the booking process. In case a seat is needed without having asked for it during booking, it will be provided upon availability.

6. Rate Charges

Every service provided by ELife is charged in full once the booking has been confirmed. Elife fares include all Tips, parking, fuel, taxes, and toll road fees.

7. Dispute Resolution

For both personal and corporate profiles, all charges applied to the customer's credit/debit card will be considered correct. Any charge objection should be filed within the next 14 days from the charge date. Copies of the credit card statement should be mailed to us, where the disputed charges or items are indicated. All disputes initiated after the allowed time frame period will be considered final and non-refundable.

8. Damages Resulting from Your Act

Any damage inflicted by the customer will be fully charged to The User, as well as any fines and legal fees resulted from the damages made to the vehicle.
In case the damages are made during the ride, the drivers reserve the right to himself of terminating the ride for The User.

9. No Shows

After the included waiting period has expired, the driver will contact the customer in order to arrange any additional waiting time. In case the customer cannot be reached, the driver will notify our help center, and the service will be considered as a non-refundable no show.

10. Numbers of Passengers

All vehicles are insured for the appropriate maximum number of passengers and luggage pieces. Please ensure that you choose a vehicle suitable for the size of your party and baggage, since no exceptions can be made, according to local regulations.

11. Payments

A full payment is required in order to confirm the booking of any service. Our payment system accepts all types of credit and debit cards.

12. Reservations

Any reservation should be made at least 24 hours in advance, in order to provide a quality service in the vehicle of your choice. Any booking within 24 hours prior to the service will be done upon availability, with vehicles for short notice rides. All reservations are based on a vehicle category and not on a certain car model. In case of unavailability for a confirmed reservation, ELIFE LIMO reserves the right to offer a higher category vehicle to the customer with no extra charge.

13. Vehicle Type / Vehicle Model, Upgrade

The User can choose from different vehicle type (e.g. "Sedan", "Business Sedan" , "Minivan", "Business Minivan", "Minibus" or "Bus") for their Ride Request. The vehicle images shown at Elife' s website are for illustrative purposes only and not connected with any right to a particular vehicle model for the booked vehicle category, since differences may occur, especially in international services.
According to availability, an upgrade from the vehicle class "Sedan" to a higher vehicle type (such as "Business Sedan" or "Minivan") may be possible at no additional cost for the User.

14. Pet and Service Animals

Pets and service animals are allowed inside the vehicles at no additional charges. It is mandatory for The User to let the driver know prior to the service that a pet or service animal will be traveling in order to make the proper arrangements. Since the pet is considered a passenger, please note that it will discount a seat off the passenger allowance determined for each type of vehicle.

15. Smoking policy

Smoking in any of our vehicles is strictly prohibited. Any signs of smoking in the vehicle will result in a minimum mandatory \$250.00 cleaning fee. The driver reserves the right to himself of terminating the trip in case he detects any signs of smoking, at full charge to the passengers.

16. Cancellation policy

Any service cancelled at least 24 hours prior to it will get a full refund, which will be issued between 5 to 7 business days after the cancellations has been placed. Cancellations within 24 hours before the service will be charged in full. About airport pick up services, in case of flight cancellation a 100% refund will apply, even if it happens within 24 hours prior to the service.

17. Cleaning fee

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

18. Baggage and Lost or Misplaced Items

Elife cannot not assume responsibility for the handling or maintenance of any baggage or other property Elife has no liability whatsoever for any samples, displays, property or personal effects left in the vehicle by The User and his companions.

We will do everything in our reach to secure and retrieve any belongings left in the vehicle. Please always check thoroughly prior to leaving the vehicle for all your personal belongings.

19. Safety Belts

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

Elife Limo July 2021 Promotions

terms and conditions

These steps must be followed to be eligible for July 2021 Promotion. Released promotion on various digital channels with different promotional codes.

1. Book your ride at elifelimo.com
2. Pay your service in full and write to hello@sendelifelimo.com the following: * Ride ID * Coupon code * Name of the passenger * Phone number on the ride * Selected payment method
3. You will get your refund within the next 72 hours after your reservation (bank processes may differ to get your refund) for the 10% of your ride fare.
4. Book your ride before July 31st, 2021 and use your ride until December 31st, 2021.
5. The coupon applies to any transportation service provided by Elife.
6. You can share and reuse the coupon as many times as you want.
7. Rides booked through travel agencies are excluded.