Eskatii Legal Policies

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Part 1 - Terms & Conditions

These Terms govern your use of eskatii.com and every pre-booking or purchase of Eskatii products from Vsolwit Industries Private Limited. By using the website or placing an order, you agree to them.

1. About us

Eskatii is a brand of **Vsolwit Industries Private Limited** (CIN U70200RJ2026PTC111896, GSTIN 08AALCV9288R1ZV), a company incorporated in India ("Eskatii", "we", "us").

- Registered office: D-240, Jagdamba Nagar, Behind Heerapur Power House, Ajmer Road, Jaipur, Rajasthan 302021
- Operations and returns: 3rd Floor, Invento Co-working Space, Sector 12B, Dwarka, New Delhi 110078
- Customer support: adventure@eskatii.com · WhatsApp +91 74283 00828 · Monday to Saturday, 10:00 am to 7:00 pm IST

These Terms apply to eskatii.com, any Eskatii mobile app, and our email, SMS and WhatsApp channels (together, the "Platform"). They include the policies named in them: Privacy, Cookie, Refund Return & Cancellation, Shipping & Delivery, Warranty & Service, Pre-Booking Terms, Acceptable Use, Rider Safety & Liability Waiver, Community Reviews & Referral, and Grievance Redressal. If a policy and these Terms conflict on its own subject, the policy wins.

2. Who can use Eskatii

- You must be **at least 18 years old** and able to enter a binding contract under the Indian Contract Act, 1872.
- Eskatii products are sold only for riders aged 18 or older. By ordering, you confirm that you, and anyone you allow to ride the board, are 18 or older.
- We sell and deliver only within India. Prices are in Indian Rupees.

- If we learn that an order was placed by, or for, someone under 18, we may cancel it and refund the full amount paid.

3. Your account and contact details

- Give us accurate name, phone, email and address details, and keep them up to date. We verify phone numbers by OTP.
- Keep your login and OTPs private. You are responsible for activity on your account. Tell us at once if you suspect misuse.
- We send order, payment, production, delivery and service updates to the email address and mobile number you give us, by email, SMS and WhatsApp. These are part of the service.
- We may suspend an account that breaks these Terms or the Acceptable Use Policy (see Section 13).

4. Changes to these Terms

We may update these Terms. The version published when you pay for a pre-booking or order applies to that pre-booking or order. We will email you about material changes that affect an open pre-booking.

5. Products and product information

- The Eskatii MK1 is an off-road electric skateboard designed and assembled in India. Until production starts, images on the Platform may show prototypes or computer renders.
- Range, top speed, climbing ability, charging time and weight are measured or estimated in test conditions. Real results depend on rider weight, terrain, gradient, temperature, tyre pressure, riding mode and battery age.
- Final MK1 specifications are confirmed before production begins. If they differ materially from what we showed when you pre-booked, you may cancel for a full refund (see the Pre-Booking Terms).
- Colours and finishes may look slightly different on screen.

6. Prices and offers

- The MRP of the Eskatii MK1 is **₹1,00,000, exclusive of all taxes**. Delivery within India is free.
- Offers, launch discounts and benefits are announced on eskatii.com with their own conditions. They apply only while those conditions are met.
- If a price on the Platform is clearly wrong, we will tell you before dispatch. You can then buy at the correct price or cancel for a full refund.

7. Pre-bookings and orders

- You can reserve an MK1 by paying a **₹500 token**, adjusted against the MRP. Pre-bookings are governed by our Pre-Booking Terms.
- A contract is formed when we send you a confirmation by email and SMS or WhatsApp after your payment succeeds. A payment that fails or stays pending does not form a contract.
- We may limit the number of pre-bookings or orders per person, phone number, email address or delivery address.

- We may decline or cancel a pre-booking or order if: the pincode cannot be served; we cannot produce the board; the order breaks these Terms (for example, false details, fraud or a buyer under 18); or the price was clearly wrong. You will receive a full refund as set out in the Refund, Return & Cancellation Policy.

8. Payment

- Payments are processed by an RBI-authorised payment gateway partner using UPI, cards, net banking or other methods shown at checkout. We never see or store your card number, CVV or UPI PIN.
- We do not accept cash on delivery. The balance must be paid before dispatch.
- We issue a payment receipt for the token and a GST tax invoice for the full price at dispatch.
- If you have a problem with a payment, please contact us before raising a chargeback with your bank. We will resolve genuine payment errors promptly.

9. Delivery, returns, refunds and warranty

- **Delivery:** free, prepaid, surface delivery to serviceable pincodes in India. See the Shipping & Delivery Policy.
- **Cancellations, returns and refunds:** the ₹500 token is refundable until production of your board begins. An unridden board can be returned within 7 days of delivery. See the Refund, Return & Cancellation Policy.
- **Warranty and service:** 6 months from delivery against manufacturing defects, with 6 extra months and 6 months of free service for pre-booking customers. See the Warranty & Service Policy.

10. Safe and lawful use of your board

- Before your first ride you must read the user manual and accept the Rider Safety & Liability Waiver. You accept it at checkout and again on delivery.
- An Eskatii board is not registered as a motor vehicle. Laws and local authorities may restrict its use on public roads, footpaths, cycle tracks, parks and other public places. You are responsible for riding only where it is permitted and for any fine or penalty that follows.
- Do not open, modify or tamper with the battery pack, motor controller (ESC), wiring or firmware. Doing so is unsafe and ends the warranty for the affected parts.
- If we issue a safety notice or recall, we will contact you using your registered details. Please act on it promptly.
- Ownership passes to you on delivery, once the full price has been paid. Risk of loss or damage passes to you on delivery.

11. Intellectual property

- The Eskatii name, logo and wordmark, product designs, photographs, videos, text, graphics, software and board firmware belong to Vsolwit Industries Private Limited or its licensors.
- We give you a limited, personal, non-transferable right to use the Platform for its intended purpose. You may not copy, republish or sell its content, or use our brand, without our written permission.

- Buying a board makes you the owner of the hardware. You also get a personal licence to use its firmware and the Eskatii app(if any) with that board. You may not copy, decompile or reverse-engineer the firmware or app, except as Indian law expressly allows.

12. Your content

- You own the reviews, posts, photos, videos and feedback you share with us ("your content").
- You give us a non-exclusive, royalty-free, worldwide licence to host, display, reproduce and lightly edit your content (for format or length) on the Platform and in Eskatii marketing. We credit you where reasonable. You can ask us to stop using it in new marketing at any time.
- Your content must be your own, truthful and lawful, and must follow the Community, Reviews & Referral Policy.
- We may use suggestions and ideas you send us freely, without owing you anything.

13. Acceptable use

You must follow our Acceptable Use Policy. In short, you must not:

- misuse, hack, overload or scrape the Platform, or use bots to take pre-booking slots
- place fake or fraudulent orders, use someone else's payment method, or resell pre-booking slots
- post unlawful, abusive, misleading or infringing content
- ride or let anyone ride the board in breach of the law or the Rider Safety & Liability Waiver

14. Our liability

- Nothing in these Terms limits liability that Indian law does not allow us to limit. This includes death or personal injury caused by our negligence, product liability under Chapter VI of the Consumer Protection Act, 2019, fraud, and your statutory rights as a consumer.
- Subject to that, we are not liable for:
    - indirect or consequential loss, such as lost income, opportunity or data
    - loss caused by riding in breach of the law, the user manual or the Rider Safety & Liability Waiver
    - loss caused by modification, misuse, accident or unauthorised repair
- Subject to the first point, our total liability for any claim about a board is limited to the amount you paid for that board.
- We work to keep the Platform accurate and available, but we cannot promise it will always be error-free or uninterrupted.

15. Indemnity

You agree to compensate us for third-party claims, losses and reasonable legal costs caused by your breach of these Terms, by riding unlawfully, or by letting a person under 18 ride your board. This applies only to the extent the loss was caused by you.

16. Force majeure

We are not responsible for delays or failures caused by events beyond our reasonable control. These include natural disasters, floods, epidemics, war, riots, government orders, strikes, courier network failures and disruption in the supply of critical components. We will tell you promptly and keep you

updated. If such an event delays your delivery by more than 60 days, you may cancel for a full refund, as set out in the Refund, Return & Cancellation Policy.

17. Governing law and disputes

- These Terms are governed by the laws of India.
- Please contact customer support first, and then the Grievance Officer, if needed. We will try to resolve your complaint within the timelines in our Grievance Redressal Policy.
- Subject to the next point, the courts at **New Delhi** have exclusive jurisdiction over disputes arising from these Terms.

18. Grievance Officer

Name and designation	Amit Dabral, Chief Executive Officer
Email	amit@vsolwit.com
Phone and WhatsApp	+91 74283 00828
Address	Vsolwit Industries Private Limited, 3rd Floor, Invento Co-working Space, Sector 12B, Dwarka, New Delhi 110078
Hours	Monday to Saturday, 10:00 am to 7:00 pm IST

We acknowledge complaints within 48 hours and resolve them within one month.

19. General

- **Whole agreement:** these Terms and the policies they name are the whole agreement between you and us about the Platform and your purchase.
- **Severability:** if any part is found invalid, the rest stays in force.
- **No waiver:** if we do not enforce a right straight away, we can still enforce it later.
- **Transfer:** you may not transfer a pre-booking or order without our written consent. We may transfer our rights to a group company or a successor business, and your rights will not be reduced.
- **Notices:** we send notices to your registered email address or mobile number. You can send notices to adventure@eskatii.com or to our registered office.
- **Language:** These Terms are written in English. Any translation is for convenience only.

Part 2 - Privacy Policy

Vsolwit Industries Private Limited collects only the personal data needed to take your pre-booking, deliver and support your Eskatii board, and keep you updated. We never sell it. This policy follows the Digital Personal Data Protection Act, 2023 and its Rules.

1. Who we are and what this covers

Vsolwit Industries Private Limited (CIN U70200RJ2026PTC111896), registered office D-240, Jagdamba Nagar, Behind Heerapur Power House, Ajmer Road, Jaipur, Rajasthan 302021, runs the Eskatii brand. We are the **Data Fiduciary** for the personal data described here: we decide why and how it is processed.

This policy covers personal data we collect through:

- eskatii.com, including pre-booking, "Get notified" launch alerts, contact and fleet enquiry forms
- any Eskatii mobile app, when launched
- email, SMS, WhatsApp and phone conversations with us
- events and test rides where you give us your details
- service, warranty and delivery of your board

It is written to meet the Digital Personal Data Protection Act, 2023 ("DPDP Act"), the Digital Personal Data Protection Rules, 2025, and, where they still apply, the Information Technology Act, 2000 and its Reasonable Security Practices Rules, 2011.

Contact for privacy questions and requests: Amit Dabral, Grievance Officer, amit@vsolwit.com, +91 74283 00828.

2. Data we collect and why

We collect only what we need for the purpose shown. "Legitimate use" means you gave us the data for that purpose, as allowed by section 7 of the DPDP Act. "Consent" means we ask first and you can withdraw at any time.

Data	Examples	Why we use it	Legal basis
Identity and contact	Name, email address, mobile number	Create your pre-booking or order, verify your number by OTP, send order, production, delivery and service updates by email, SMS and WhatsApp	Legitimate use
Delivery details	Address, city, state, pincode	Check serviceability, deliver your board, issue the GST invoice	Legitimate use; legal obligation
Payment records	Order ID, amount, transaction ID, payment status, refund details	Confirm payment, process refunds, keep accounts and tax records	Legitimate use; legal obligation
Age confirmation	Your confirmation that you and all riders are 18+	Enforce our 18+ rule	Legitimate use; legal obligation

Data	Examples	Why we use it	Legal basis
Support and claims	Emails, WhatsApp chats, call notes, photos and videos you send	Answer questions, handle warranty claims, returns and grievances	Legitimate use
Product and service records	Board serial number, warranty status, service history, fault data read during service	Provide warranty and service, contact you about safety recalls	Legitimate use; legal obligation
Launch alerts and marketing	Email or mobile number given for "Get notified" or newsletters	Tell you about launches, news and offers	Consent
Fleet and business enquiries	Name, organisation, role, contact details, requirement	Reply to your enquiry	Legitimate use
Reviews, posts and referrals	Reviews, community posts, referral codes, referred friends' contact details	Publish your content, run the referral programme	Consent
Event and test-ride details	Name, phone, signed waiver, photos or videos at events	Run safe test rides; publicity only if you agree	Legitimate use; consent for publicity
Technical data	IP address, browser, device type, essential cookies	Keep the Platform working and secure, prevent fraud	Legitimate use

We do not collect your card number, CVV or UPI PIN; the payment gateway handles these. We do not knowingly collect data about anyone under 18.

Eskatii app (when launched). Ride tracking will use your phone's location and the board's Bluetooth data, such as battery level, speed and faults. We will ask for your consent in the app before collecting either, and you can switch them off at any time.

3. Sharing, storage and retention

Who we share data with

We **do not sell** your personal data or share it for anyone else's advertising. We share it only as needed with:

- **Payment gateway partner** (RBI-authorised): to take payments and process refunds.
- **Google Workspace** (Gmail, Google Sheets, Google Drive): where we store pre-booking and order records and send email.
- **SMS and WhatsApp messaging providers**, including WhatsApp Business: to send OTPs and order updates.
- **Courier and logistics partners**: your name, phone number and address, to deliver or collect your board.
- **Website hosting and IT service providers**: to run the Platform.

- **Professional advisers**: chartered accountants, auditors and lawyers, under confidentiality.
- **Government authorities, courts and law enforcement**: only when the law requires it.
- **A buyer or successor**: if our business is merged or sold, under this policy.

Service providers act on our instructions under contracts that require them to protect your data and use it only for our purposes.

Where data is stored

Your data is stored in India and with service providers, such as Google, whose servers may be outside India. Any transfer outside India complies with section 16 of the DPDP Act and is never made to a country the Government of India has restricted.

How long we keep it

Data	How long we keep it	Why
Pre-booking, order, payment and invoice records	8 years from the end of the financial year	Companies Act, 2013 and GST law
Warranty and service records	Warranty period plus 3 years	Handling claims and recalls
Support messages, claims and grievances	3 years after the matter is closed	Handling disputes
Event test-ride waivers	3 years after the event	Handling claims
Launch alerts and marketing contacts	Until you withdraw consent, or 2 years after our last message to you	Your choice
Fleet and business enquiries	2 years after our last contact	Following up your enquiry
Technical and security logs	At least 1 year, as the DPDP Rules require	Security and fraud prevention

After these periods, we delete the data or anonymise it so it no longer identifies you.

4. Your rights and how to use them

Under the DPDP Act you have the right to:

- **Access:** get a summary of the personal data we hold about you, what we do with it, and who we have shared it with.
- **Correct and update:** fix inaccurate or incomplete data, or update it.
- **Erase:** ask us to delete your data. We will, except where the law requires us to keep it (for example, invoices for 8 years).
- **Withdraw consent:** for anything based on consent, such as marketing. Withdrawing is as easy as giving consent: use the "unsubscribe" link, reply STOP, or email us. It does not affect what we did before you withdrew.

- **Grievance redressal:** complain to us about how we handle your data.
- **Nominate:** name a person to use these rights for you if you die or become unable to act.

How to make a request

1. Email **amit@vsolwit.com** with the subject "Privacy request", from the email address or mobile number registered with us. You can also WhatsApp +91 74283 00828.
2. We may verify your identity with an OTP before acting.
3. We acknowledge your request within **48 hours** and complete it within **30 days**. The law allows up to 90 days, but we aim for 30.

If you are not satisfied with our response, you may complain to the **Data Protection Board of India** after using our process.

Your duties

The DPDP Act also asks you to give us accurate information, not to impersonate anyone, and not to file false or frivolous complaints.

5. Security, age limit, messages and changes

Security

We use HTTPS encryption, OTP verification, access limited to staff who need it, contracts with service providers, and activity logs. No system is perfectly secure, but we act quickly on any risk.

Data breaches

If a breach affects your personal data, we will tell you without delay, explain what happened and what you can do, and report it to the Data Protection Board of India as the law requires.

Age limit

Eskatii is only for people aged **18 and over**. We do not knowingly collect data from anyone under 18. If we learn that we have, we delete it.

Messages we send

- **Service messages:** OTPs, order, payment, production, delivery, safety and service updates. These are part of your pre-booking, so you cannot opt out of them while it is active.
- **Marketing messages:** launch alerts, news and offers, only if you have agreed. Opt out at any time with "unsubscribe", by replying STOP, or by emailing us. We follow TRAI's rules on commercial communications.

Cookies and other websites

Our use of cookies is explained in the Cookie Policy. Links to other websites, such as a courier's tracking page, are governed by those sites' own privacy policies.

Changes to this policy

We will publish any update here with a new date. If a change materially affects how we use your data, we will email you and, where the law requires, ask for your consent again.

Contact

Grievance Officer	Amit Dabral, Chief Executive Officer
Email	amit@vsolwit.com
Phone and WhatsApp	+91 74283 00828
Address	Vsolwit Industries Private Limited, 3rd Floor, Invento Co-working Space, Sector 12B, Dwarka, New Delhi 110078
Hours	Monday to Saturday, 10:00 am to 7:00 pm IST

Part 3 - Cookie Policy

eskatii.com currently uses only the cookies it needs to work: keeping your session, your pre-booking and the site secure. We will not set analytics or advertising cookies unless you agree to them first.

1. What cookies are and what we use

Cookies are small text files a website stores in your browser. Similar technologies, such as local storage, work the same way, and this policy covers them too.

Category	What it does on eskatii.com	Duration	Your consent
Strictly necessary	Keeps your session, pre-booking and checkout working, protects forms from misuse, and remembers your cookie choice	Session, up to 12 months	Not needed: the site cannot work without them
Payment	Set by our payment gateway on its own payment pages to process your payment and prevent fraud	Set by the gateway	Not needed: part of the payment you start
Embedded media	Videos (for example from YouTube) may set cookies, but only after you press play	Set by the video provider	Given when you press play
Analytics	**Not used today.** Would count visits and show how pages are used	Up to 14 months	Asked first, off until you agree
Marketing	**Not used today.** Would measure or personalise ads	Up to 12 months	Asked first, off until you agree

We do not use cookies to sell your data or to track you across other websites.

2. Your choices

- **Cookie banner:** on your first visit, a banner explains our cookies. Strictly necessary cookies are always on. If we add analytics or marketing cookies, they stay off unless you choose "Accept", and "Reject" is as easy to choose as "Accept".
- **Change your mind:** use the "Cookie settings" link in the website footer at any time. Withdrawing consent stops future use; it does not affect use before you withdrew.
- **Browser settings:** you can block or delete cookies in your browser. If you block strictly necessary cookies, pre-booking and checkout may not work.

3. Changes and contact

If we start using a new category of cookie, we will update this policy and the cookie banner before it is switched on, and ask for your consent where needed.

Questions: amit@vsolwit.com (Grievance Officer) or adventure@eskatii.com. Our Privacy Policy explains how we handle personal data more generally.

Part 4 - Shipping & Delivery Policy

We deliver Eskatii boards free to serviceable pincodes across India, prepaid only. Because each board carries a lithium-ion battery, it travels by surface courier, never by air.

1. Where we deliver, what it costs and how it travels

- **Coverage:** all serviceable pincodes in India. Enter your pincode at pre-booking or checkout to check. A few remote locations may not be served by courier partners able to carry lithium-ion batteries. If yours is not, we will offer pickup from our Dwarka, New Delhi address or refund everything you paid.
- **Cost:** delivery is **free** anywhere we deliver in India. We do not charge separate packing or handling fees.
- **Payment:** prepaid only. The board is dispatched after you have paid the full price, that is the ₹500 token plus the balance. We do not offer cash on delivery.
- **Method:** by surface (road or rail) through our courier and logistics partners, in protective packaging. A lithium-ion battery pack is regulated as dangerous goods for air transport, so we never ship boards or spare batteries by air.
- **International:** we do not ship outside India.

Orders are shipped from our operations address: Vsolwit Industries Private Limited, 3rd Floor, Invento Co-working Space, Sector 12B, Dwarka, New Delhi 110078, or from our production partner's facility.

2. Timelines and tracking

Stage	What happens	Timing
Pre-booking	We show an estimated delivery window for your slot	An estimate, not a promise

Stage	What happens	Timing
Production begins	We notify you and update the estimated ready date	At least 5 days after your token payment
Ready to ship	We send a "ready to ship" notice asking for the balance	You have 15 days to pay
Balance paid	We confirm a delivery date for your pincode (your **confirmed delivery date**)	Same day or next working day
Dispatch	We hand the board to the courier and send tracking details	Within 3 working days of receiving the balance
Delivery	Courier delivers to your address	Usually 5-10 working days in metro cities, 10-15 working days elsewhere

- Remote areas, Jammu & Kashmir, Ladakh, the North-East and island territories may take longer. We tell you before you pay the balance.
- **Priority shipping:** boards are dispatched in order of pre-booking slot, and pre-booking customers are dispatched before regular orders.
- **Tracking:** you receive the courier name and tracking link by email and SMS or WhatsApp at dispatch.
- **Delays:** if a delay is likely, we tell you as soon as we know. If we cannot deliver by your confirmed delivery date, you may cancel for a full refund, token included, at any time before delivery. Events beyond our control (see Terms & Conditions, force majeure) may extend timelines; we keep you informed.

3. Receiving your board

At the door

- The board is handed over to you or to an adult (18+) you authorise at the delivery address. The courier may ask for an OTP sent to your registered mobile number.
- Check the outer box before accepting it. If it is badly damaged, opened, wet or tampered with, refuse delivery, or write the damage on the courier's delivery record and take photos.

Unboxing

- We strongly recommend recording one continuous video from the moment you cut the seal. It makes any claim quick to settle.
- Report damage in transit, missing items or a wrong product within **48 hours of delivery**, with photos or video, to adventure@eskatii.com or WhatsApp +91 74283 00828. We will collect the board free and replace, repair or refund it under Section 3 of the Refund, Return & Cancellation Policy.
- The battery is shipped partly charged. Charge it fully with the supplied Eskatii charger before your first ride.

If delivery fails

- The courier makes up to 3 delivery attempts and contacts you on your registered number.
- If delivery fails because the address is wrong, nobody is available, or the parcel is refused without a valid reason, the board comes back to us. We contact you to arrange re-delivery, and you pay the re-delivery charge.
- If we cannot reach you within 30 days of the board's return, we cancel the order. We refund everything you paid, minus the ₹500 token and the shipping cost both ways.

Changing your address

You can change the delivery address before dispatch by contacting support. After dispatch, a change may not be possible.

4. Risk, ownership and lost shipments

- **Risk:** we are responsible for the board until it is delivered to you or an adult you authorise. Loss or damage in transit is our problem, not yours.
- **Ownership:** passes to you on delivery, once the full price has been paid.
- **Lost shipments:** if tracking shows no movement for 7 days beyond the expected delivery date, we investigate with the courier. If the board is lost, you choose: a replacement dispatched on priority, or a full refund, token included.

5. Contact

Questions about delivery: adventure@eskatii.com · WhatsApp +91 74283 00828 · Monday to Saturday, 10:00 am to 7:00 pm IST.

Unresolved complaints: see the Grievance Redressal Policy (Grievance Officer: Amit Dabral, amit@vsolwit.com).

Part 5 - MK1 Pre-Booking Terms

You can reserve an Eskatii MK1 (MRP ₹1,00,000) by paying a ₹500 token. The token is adjusted against the price and is fully refundable until production of your board begins, at least 5 days after you pre-book.

1. How pre-booking works

Product	Eskatii MK1 off-road electric skateboard
MRP	₹1,00,000, inclusive of all taxes
Pre-booking token	₹500, paid online, adjusted against the price
Balance	₹99,500, less any discount that applies to you, paid before dispatch
Delivery	Free, anywhere we deliver in India

- **Who can pre-book:** anyone aged 18 or older with a serviceable delivery pincode in India. Each pre-booking is for one board. We may limit the number of pre-bookings per person, phone number, email or address.
- **Confirmation:** after your token payment succeeds, we send a pre-booking ID and slot number by email and SMS or WhatsApp. A failed or pending payment does not create a pre-booking.
- **Your slot:** slots are numbered in the order payments succeed. Your slot decides when your board is built and dispatched.
- **Nature of the token:** the token is an advance payment towards the price of your board, not a separate fee. You receive a payment receipt now and a GST tax invoice for the full price at dispatch.
- **These terms:** they add to our Terms & Conditions and the Refund, Return & Cancellation Policy. If they conflict on pre-bookings, these Pre-Booking Terms apply.

2. Pre-booking benefits

Benefit	What it means
Beta-tester status	You are among the first real-world MK1 riders, with priority support, early access to updates, and invitations to feedback sessions and test events
Free pan-India delivery	No delivery charge anywhere we deliver in India
Priority shipping	Your board is dispatched in slot order, ahead of regular orders
6 months free service	Labour for scheduled services and inspections, as set out in the Warranty & Service Policy
6 extra months of warranty	12 months in total from delivery, instead of the standard 6 months

- **Launch discounts and other offers** are announced on eskatii.com. The offers shown when you pre-book apply to your pre-booking on the conditions stated there.
- Benefits belong to the original pre-booking customer and the board bought under that pre-booking. They cannot be exchanged for cash.
- If the pre-booking is cancelled or the board is returned, its benefits end.

3. Production, final specifications and price

When production begins

- Production of your board will be notified to you **within 5 days** after your token payment.
- We notify you by email and SMS or WhatsApp on the day production of your board begins. Until then, you can cancel for a full refund.
- The delivery window shown when you pre-book is an estimate. We update it when production begins and whenever it changes.

Final specifications

- The MK1 is still being developed and tested. We confirm its final specifications to you before production begins.
- If they differ materially from what we showed when you pre-booked (for example, lower range or top speed, higher weight, or a removed feature), you may cancel within **15 days** of our notice for a full refund, even if production of your board has begun meanwhile.
- Changes that do not reduce performance or features, such as cosmetic updates, a different component supplier or improvements, are not material changes.

Price

Your price is the MRP shown when you pre-booked. If we have to increase it, we tell you before asking for the balance, and you may cancel for a full refund.

4. Paying the balance and dispatch

1. **Ready to ship:** when your board is built and has passed quality checks, we send a "ready to ship" notice with the final amount due: ₹99,500, less any discount that applies to you.
2. **15 days to pay:** pay the balance online within **15 days** of the notice. We send at least two reminders.
3. **Confirmed delivery date:** when you pay, we confirm a delivery date for your pincode.
4. **Dispatch:** we dispatch within 3 working days of receiving the balance, free of charge, by surface courier. See the Shipping & Delivery Policy.

If the balance is still unpaid 15 days after the notice, your pre-booking is cancelled, the ₹500 token is forfeited, and your board and slot go to the next customer.

5. Cancellations and refunds

If	You get back
You cancel before production of your board begins	The full ₹500 token
You cancel after production begins, before paying the balance	Nothing: the token is not refunded
You cancel after paying the balance, before dispatch	The balance; the ₹500 token is kept
Final specifications change materially, and you cancel within 15 days of our notice	Everything you paid
We increase the price, and you cancel before paying the balance	Everything you paid
We miss your confirmed delivery date, and you cancel before delivery	Everything you paid
We cancel your pre-booking (other than for your breach of our Terms)	Everything you paid, plus ₹500 compensation if production had begun

- **How to cancel:** email adventure@eskatii.com or WhatsApp +91 74283 00828 with your pre-booking ID. We confirm within 48 hours.
- **Refund timing:** we start the refund within 7 working days, to your original payment method. Full details are in the Refund, Return & Cancellation Policy.
- **Transfers:** a pre-booking cannot be sold or transferred without our written consent. If we agree, the transfer is free and the new holder must be 18 or older.

Questions: adventure@eskatii.com · WhatsApp +91 74283 00828 · Monday to Saturday, 10:00 am to 7:00 pm IST.

Part 6 - Warranty & Service Policy

Every Eskatii MK1 board is covered for 6 months from delivery against manufacturing defects, battery included. Pre-booking customers get 6 extra months of warranty and 6 months of free service.

1. What is covered and for how long

We warrant that your Eskatii MK1 is free from defects in materials and workmanship under normal use. The warranty runs from the date of delivery.

Customer	Warranty period
All buyers	**6 months** from delivery
Pre-booking customers	**12 months** from delivery: the standard 6 months plus 6 extra months as a pre-booking benefit

Parts covered

Part	Covered for
Deck and underbody enclosure	Cracks, delamination or breakage from a manufacturing defect
Trucks, rims and bearings	Manufacturing defects (not normal wear)
Motors and motor controller (ESC)	Failure under normal use
Battery pack and BMS	Failure to charge or discharge, or capacity below **70% of rated capacity** within the warranty period, under normal use and charging
Wiring, connectors and switches	Failure under normal use
Remote and charger	Failure under normal use

Conditions

- Proof of purchase is needed: your order ID or tax invoice.
- The warranty follows the board's serial number. If you sell the board, the remaining period passes to the new owner, provided they are 18 or older and contact us with the original invoice.

- This warranty is in addition to your rights under the Consumer Protection Act, 2019, and does not limit them.

2. What is not covered

- **Normal wear and tear:** tyres, inner tubes, grip tape, bushings, bearings worn through use, the skid plate, paint and finish.
- **Normal battery ageing:** gradual capacity loss while the battery still holds at least 70% of rated capacity.
- **Accidents and abuse:** damage from crashes, falls, impacts, kerbs, rocks, or jumps and drops beyond what the user manual describes.
- **Water damage:** from submerging the board, riding through water deeper than the user manual allows, pressure washing, or storing it wet.
- **Unauthorised work:** opening or modifying the battery pack, motor controller, motors, wiring or firmware; fitting non-Eskatii parts; or repairs by anyone other than Eskatii or a partner we have authorised.
- **Charging and storage misuse:** using a charger other than the Eskatii charger; leaving the battery fully drained for long periods; or exposing it to extreme heat, such as a closed car in summer sun.
- **Prohibited use:** overloading, racing, rental or commercial use without a fleet agreement, riding by anyone under 18, or riding against the user manual or the law.
- **Other:** theft, loss, fire not caused by a defect, cosmetic marks that do not affect function, and boards whose serial number has been removed or altered.

Where a claim is refused, we explain why in writing. If you disagree, use our Grievance Redressal Policy.

3. How to make a claim

1. **Contact us** at adventure@eskatii.com or WhatsApp +91 74283 00828 with your order ID or board serial number, a description of the problem, and photos or a video.
2. **Remote check:** we try to diagnose it over WhatsApp or a video call. Many issues, such as remote pairing or settings, can be fixed this way.
3. **Inspection:** if the board needs to come in, customers in Delhi NCR can drop it at our Dwarka address by appointment or ask for a pickup. Elsewhere, we arrange pickup through a courier licensed to carry lithium-ion batteries.
4. **Decision:** we tell you within **5 working days** of receiving the board whether the claim is covered.
5. **Fix:** for a covered claim, we repair or replace the faulty part, or replace the board, within **15 working days** of our decision. If parts are delayed, we tell you the new date.

Who pays

Claim	Repair or replacement	Shipping both ways
Covered by warranty	Eskatii	Eskatii
Not covered	You, only if you accept our written quote	You

If you decline the quote, we return the board as it is and you pay the return shipping.

Remedies

- We repair the board or replace the faulty part with a new or equivalent part. If that is not possible, we replace the board.
- If we can neither repair nor replace the board, we refund the price you paid.
- Repaired or replaced parts are covered for the rest of the original warranty or 3 months, whichever is longer.

4. Service

Free service for pre-booking customers

Pre-booking customers get **6 months of free service** from delivery. It covers labour for:

- scheduled services at the intervals in the user manual
- tightening and adjusting trucks, axles and hardware
- checking tyres and tyre pressure, bearings, wiring and connectors
- a battery health check and firmware updates
- checking and re-pairing the remote
- inspecting any problem you report

Parts and consumables, such as tyres, tubes, grip tape and bearings, are charged unless the warranty covers them.

Where service happens

- **Delhi NCR:** at our Dwarka address by appointment, or a pickup or doorstep visit by arrangement.
- **Elsewhere in India:** we arrange pickup and return through a courier licensed to carry lithium-ion batteries. For routine service you pay the shipping; for warranty claims we do.
- We may add authorised service partners in other cities. We will list them on eskatii.com.

Paid service

After the free period, or for customers without it, service is charged at the rates published on eskatii.com. We always give you a written quote before starting any paid work.

5. Battery care, end of life and take-back

Keep your battery healthy

- Charge only with the Eskatii charger, ideally after each ride. Do not leave the battery fully drained.
- For storage longer than a few weeks, keep it partly charged as the user manual describes, and top it up monthly.
- Keep the board out of extreme heat and direct sun when parked.
- Lithium-ion batteries lose some capacity with age and use. This is normal and is covered only below 70% of rated capacity within the warranty period.

End of life

- Never put the battery, motor controller, remote or charger in household waste, and never sell them to informal scrap dealers.
- We take back used Eskatii batteries and electronics **free of charge** and send them to registered recyclers, in line with the Battery Waste Management Rules, 2022 and the E-Waste (Management) Rules, 2022. Contact support to arrange it.
- Replacement battery packs are available to buy. Contact support for availability and price.

6. Contact

adventure@eskatii.com · WhatsApp +91 74283 00828 · Monday to Saturday, 10:00 am to 7:00 pm IST. Unresolved warranty disputes: see our Grievance Redressal Policy (Grievance Officer: Amit Dabral, amit@vsolwit.com).

Part 7 - Rider Safety & Liability Waiver

An Eskatii board is an electric skateboard that can cause serious injury. Riders must be 18 or older, wear a certified helmet, and ride only where the law allows. You accept this waiver when you buy, receive or ride an Eskatii board.

1. Before you ride

Who may ride

- Riders must be **18 or older**. Never let anyone under 18 ride your board, even under supervision.
- Do not ride if you have a medical condition that affects your balance, vision or reaction time without first consulting a doctor.
- Never ride under the influence of alcohol, drugs or medicine that affects alertness.
- One rider at a time, within the maximum rider weight in the user manual.

Gear

- Always wear a properly fitted, certified helmet with the strap fastened. A full-face helmet is recommended for off-road riding and higher speeds.
- We strongly recommend wrist guards, knee and elbow pads, gloves and closed shoes.
- Wear visible clothing. In low light, use front and rear lights.

Learn first

- Read the user manual before your first ride.
- Start in the lowest speed mode, in an open, flat, empty area, until you can accelerate, brake, turn and stop with confidence.
- Learn how to fall: bend your knees and roll rather than putting out straight arms.

Check before every ride

- Tyre pressure is within the range in the user manual.
- Truck and axle nuts are tight, and the deck, enclosure and wiring show no damage.
- The battery and remote are charged, and the remote is paired.

- Braking works. Gently test it before building speed.

Know how the board brakes

The board brakes electrically through its motors. Braking can be weaker when the battery is fully charged, very cold or nearly empty, or when the controller is hot. Ride gently at the start of every ride. If the remote loses its connection, the board is designed to cut power and slow down, but it may not stop at once.

2. Where you may ride

- Eskatii is a personal electric recreational device, not a motor vehicle under the Motor Vehicles Act, 1988, so it is not registered as one and does not carry vehicle type approval. It is designed for recreational use in private areas, campuses, parks and other spaces where such devices are permitted, not for use on public roads.
- Riding on public roads, highways, footpaths and other public places may therefore be against the law or local rules, and may lead to fines or seizure of the board.
- Ride only where riding is allowed: private property with the owner's permission, off-road trails and tracks that permit it, and campuses or areas where the management allows it.
- You alone are responsible for checking the rules where you ride, and for any fine, penalty or claim that results.
- Respect pedestrians and other trail users, give way to them, and keep to a safe speed in shared spaces. Avoid crowds.
- Do not ride in protected forests, wildlife areas or other places where powered vehicles are banned.
- Consider personal accident and third-party liability insurance.

3. Battery and charging safety

Your board's lithium-ion battery stores a lot of energy. If mishandled, it can overheat or catch fire.

Charging

- Use only the Eskatii charger supplied with your board.
- Charge indoors on a hard, non-flammable surface, in a ventilated place, away from curtains, bedding and anything flammable, and within the temperature range in the user manual.
- Stay nearby while charging. Do not leave it charging overnight or while you are out.
- After a hard ride, let the board cool down before charging.

Stop using the board and contact us if

- the battery or enclosure is cracked, swollen, leaking, unusually hot, or smells of burning
- the board has been submerged or has taken a hard impact underneath
- it shuts off, charges or behaves unexpectedly

Never open, puncture, repair or modify the battery yourself.

Storage and travel

- Store the board in a cool, dry place out of direct sun. Never leave it in a closed car on a hot day.

- For storage longer than a few weeks, keep the battery partly charged as the user manual describes, and check it monthly.
- Never take the board or battery on a flight, in checked or cabin baggage. Do not send it by courier yourself; contact us.

In an emergency

If the battery smokes or catches fire, move everyone away from it and call **112** or the fire service at **101**.

4. Assumption of risk and release

The risks

Riding an electric skateboard, especially off-road, carries risks that cannot be removed completely, even when the board works perfectly and you ride carefully. They include:

- falls and loss of control on uneven, wet, loose or broken surfaces, potholes, kerbs and speed breakers
- collisions with people, animals, vehicles and objects
- sudden changes in braking, for example when the battery is full or the remote loses connection
- equipment wear, failure or battery fire
- the actions of other people around you

These can cause serious injury, including head and spinal injury, permanent disability, or death, and damage to property.

What you accept

- You ride voluntarily and accept these inherent risks.
- To the extent the law allows, you release Vsolwit Industries Private Limited and its directors, employees and partners from claims for injury, loss or damage that arise from these inherent risks, from riding against the user manual, this waiver or the law, or from modifying or misusing the board.
- You are responsible for anyone you allow to ride your board. They must be 18 or older and accept this waiver before riding. You will compensate us for claims that result from your breach of this waiver.

What you do not give up

This waiver does not release us from liability for injury or loss caused by a defect in the board, by our negligence or wilful misconduct, or for anything else the law does not allow us to exclude. This includes product liability under the Consumer Protection Act, 2019.

Test rides and events

At Eskatii test rides and events, every rider signs this waiver, on paper or digitally, before riding. Riders must follow staff instructions and wear the gear we provide or require. We may refuse a ride to anyone for safety reasons.

5. Your acknowledgement

You accept this waiver by ticking the box at checkout, signing at delivery or before a test ride, or by riding an Eskatii board. By doing so you confirm that:

- ☐ I am 18 or older, and I will not let anyone under 18 ride this board.
- ☐ I have read the user manual and this waiver.
- ☐ I will always wear a properly fitted, certified helmet.
- ☐ I will ride only where the law and the landowner allow it, and I am responsible for any fine or penalty.
- ☐ I will follow the battery and charging rules in Section 3.
- ☐ I understand the risks and accept the release in Section 4.

Signature (paper version for deliveries and events)

Rider's full name	
Mobile number	
Board serial number or event name	
Date	
Signature	

Part 8 - Acceptable Use Policy

This policy lists what you must not do on eskatii.com, the Eskatii app and with an Eskatii board. It forms part of our Terms & Conditions.

1. Using the website, app and our messaging channels

You must not:

- use the Platform for anything unlawful, including anything that breaks the Information Technology Act, 2000
- access, or try to access, accounts, systems or data you are not authorised to use
- probe, scan or test the Platform for vulnerabilities, except under the responsible disclosure route in Section 4
- upload malware, or overload or disrupt the Platform, for example with denial-of-service attacks
- scrape or crawl the Platform, or use bots or scripts to fill forms, take pre-booking slots, or get around OTP checks or rate limits
- give false details, impersonate anyone, or use another person's phone number or email without their permission
- send spam, or send threatening, abusive or harassing messages to our team on any channel
- copy, republish or commercially use our content, photos, logo or brand without written permission

- copy, decompile or reverse-engineer the app or board firmware, except as Indian law expressly allows
- post content that breaks the Community, Reviews & Referral Policy

2. Using your Eskatii board

You must not, and must not let anyone else:

- let anyone **under 18** ride the board
- ride where the law, a local authority or the property owner does not allow it, or ride on roads open to motor traffic
- ride without a properly fitted, certified helmet
- carry a passenger, or carry a total load above the maximum rider weight in the user manual
- ride under the influence of alcohol, drugs or medicine that affects alertness or balance
- hold on to, tow, or be towed by any vehicle
- attempt jumps, drops or stunts beyond what the user manual describes
- ride through standing water deeper than the user manual allows, submerge the board, or clean it with a pressure washer
- open, modify or tamper with the battery pack, motor controller (ESC), motors, wiring or firmware, or raise its speed or power limits
- charge with anything other than the Eskatii charger supplied, or charge a damaged or wet battery
- rent, hire out or share the board commercially, unless you have a written fleet agreement with us

The Rider Safety & Liability Waiver explains these rules and the risks in more detail.

3. Orders, pre-bookings, reselling and fraud

You must not:

- make more pre-bookings or orders than the limit shown on eskatii.com, or use different names, numbers or addresses to get around it
- sell, auction or transfer a pre-booking slot for profit. A transfer to someone else needs our written consent and is free of charge.
- pay with a card, UPI account or bank account you are not authorised to use
- raise a chargeback for a payment you authorised and a product you received, or misuse our refund and return process (for example, returning a ridden board as unridden, or swapping parts before a return or claim)
- misuse the referral or discount programmes, for example by referring yourself or creating fake accounts
- present yourself as an Eskatii dealer, distributor, service centre or ambassador without our written authorisation

4. Enforcement and reporting

What we may do

Depending on how serious the breach is, we may:

- warn you, or remove content you posted
- suspend or close your account
- cancel pre-bookings or orders obtained by fraud or in breach of this policy, refunding as set out in the Refund, Return & Cancellation Policy, less any loss you caused us where the law allows
- refuse future orders
- decline warranty claims for damage caused by prohibited use
- report unlawful activity to the police or other authorities

We act in proportion to the breach and tell you why, unless the law or an investigation prevents it. You can challenge a decision through our Grievance Redressal Policy.

Reporting misuse

Tell us about misuse of the Platform, fraud, fake sellers or unsafe riding involving an Eskatii board at adventure@eskatii.com or WhatsApp +91 74283 00828.

Reporting a security vulnerability

Email adventure@eskatii.com with the subject "Security", and give us reasonable time to fix the issue before telling anyone else. Do not access other people's data or disrupt the Platform while testing. We will not take legal action against good-faith research that follows these rules.

Part 9 - Community, Reviews & Referral Policy

These rules cover anything you post in Eskatii community spaces, reviews you write about our products, and rewards you earn by referring friends.

1. Community guidelines

These apply to comments on eskatii.com, the community feed in the Eskatii app (when launched), Eskatii-run social media pages, and chat groups for Eskatii rides and events.

Do

- Be respectful to other riders, our team and the public.
- Share genuine experiences, routes and tips.
- Get permission from people before posting photos or videos of them.

Do not post content that

- belongs to someone else and that you have no right to share
- is obscene, pornographic, sexually explicit, or harmful to children
- invades someone's privacy, including sharing their phone number, address or other personal data

- harasses, threatens or insults anyone, or attacks people for their religion, caste, gender, race, ethnicity or disability
- impersonates another person or organisation, or is knowingly false or misleading
- threatens the unity, integrity, security or sovereignty of India, public order, or relations with other countries
- promotes illegal activity, gambling or violence, or contains malware
- **shows unsafe or illegal riding:** riding on roads open to traffic, without a helmet, with a passenger, under the influence, while towed by a vehicle, or by anyone under 18
- is spam, an advertisement, or an unauthorised giveaway or affiliate link

Creators and ambassadors

If we have given you a board, payment, discount or any other benefit, clearly disclose it in every post about Eskatii, for example with #ad or #collab, as required by ASCI guidelines and the Central Consumer Protection Authority's endorsement guidelines.

2. Reviews

We follow the principles of the Bureau of Indian Standards' standard for online consumer review.

Writing a review

- Reviews must describe your own genuine experience with an Eskatii product, service, test ride or event.
- Reviews linked to an order are marked **"Verified buyer"**.
- Eskatii employees, their families, our partners and competitors must not review our products.
- We never pay for reviews or ask for only positive ones. If we offer anything for writing a review, such as a referral reward or a contest entry, it never depends on the review being positive, and the review is labelled as incentivised.

What we publish

- We publish every review that follows these rules, **positive or negative**. We do not suppress or delay negative reviews.
- Reviews are shown newest first by default, not by rating.
- We do not edit what you say. We may only hide personal data or abusive words, and we tell you if we do.
- We may reply publicly to a review.

When we remove a review

We remove reviews that break the community guidelines, are not about our products or services, or are fake or written for payment without disclosure. We tell the author why.

3. Referral programme

How it works

1. Customers aged 18 or older who have pre-booked or bought an Eskatii board get a personal referral code or link.

2. Share it with friends. They enter it when they pre-book or order.
3. When the referral qualifies, you, and your friend where stated, receive the reward shown on eskatii.com at the time of your friend's order.

When a referral qualifies

- Your friend is a new Eskatii customer, aged 18 or older, with a different name, phone number, address and payment method from yours.
- Your friend pays the full price and keeps the board past the 7-day return window.
- We credit the reward within 15 days after that.

Rules

- Rewards have no cash value unless eskatii.com says otherwise, cannot be transferred, and may be capped per person.
- No self-referrals, fake accounts, spam or unsolicited bulk messages, misleading claims about Eskatii, or paid ads that use the Eskatii name.
- By sharing a friend's contact details with us, you confirm they have agreed. We contact them only about your referral.
- Any tax on a reward is the recipient's responsibility. We deduct tax where the law requires.
- We may change or end the programme by updating eskatii.com. Rewards already earned are honoured. We may cancel rewards gained by breaking these rules.

4. Reporting content and how we act

How to report

Use the "Report" option where available, or contact adventure@eskatii.com, WhatsApp +91 74283 00828, or the Grievance Officer (Amit Dabral, amit@vsolwit.com). Include a link or screenshot and tell us which rule it breaks.

Our timelines

Report	Acknowledged within	Resolved within
Any content complaint	24 hours	15 days
Content that impersonates you, or shows you in a private or intimate way	24 hours	Removed within 24 hours

What we do

- We remove or disable content that breaks these rules or the law, and may warn, suspend or ban the account that posted it.
- We tell the person who posted it what we removed and why. They can challenge the decision through our Grievance Redressal Policy, and then appeal to the Grievance Appellate Committee within 30 days.
- Where the law requires, we keep records of removed content and the account for 180 days, or longer if an authority asks, and we cooperate with lawful requests from authorities.

Part 10 - Grievance Redressal Policy

We acknowledge every complaint within 48 hours and resolve it within one month. If you are unhappy with our answer, you can escalate to the authorities listed below.

1. Who to contact

Start with customer support. If you are not satisfied, or your complaint is about personal data, contact the Grievance Officer directly.

	Level 1: Customer support	Level 2: Grievance Officer
Who	Eskatii support team	Amit Dabral, Chief Executive Officer, Vsolwit Industries Private Limited
Email	adventure@eskatii.com	amit@vsolwit.com
Phone and WhatsApp	+91 74283 00828	+91 74283 00828
Address	3rd Floor, Invento Co-working Space, Sector 12B, Dwarka, New Delhi 110078	Same
Hours	Monday to Saturday, 10:00 am to 7:00 pm IST	Same

The Grievance Officer is appointed under the Consumer Protection (E-Commerce) Rules, 2020, the Information Technology Act, 2000 and its rules, and the Digital Personal Data Protection Act, 2023.

Vsolwit Industries Private Limited: CIN U70200RJ2026PTC111896, GSTIN 08AALCV9288R1ZV. Registered office: D-240, Jagdamba Nagar, Behind Heerapur Power House, Ajmer Road, Jaipur, Rajasthan 302021.

2. How to raise a complaint and when we respond

What to send

- Your name and the mobile number or email registered with us
- Your order ID, if you have one
- What went wrong, with dates, and any photos, videos or documents
- The outcome you want

Raising a complaint is free. You can write in English or Hindi.

Our timelines

Complaint about	We acknowledge within	We resolve within
Orders, payments, refunds, delivery, warranty or service	48 hours	1 month of receipt

Complaint about	We acknowledge within	We resolve within
Your personal data (access, correction, erasure, consent)	48 hours	30 days (the legal maximum is 90 days)
Posts, reviews or other content on Eskatii community spaces	24 hours	15 days
Content that impersonates you or shows you in a private or intimate way	24 hours	Removed within 24 hours

What happens next

1. We give you a complaint reference number when we acknowledge.
2. We may ask for more details. Please reply promptly so we can keep to the timelines.
3. You receive a written decision with reasons, and what we will do and by when.
4. If support cannot resolve it, the complaint goes to the Grievance Officer automatically. You can also write to the Grievance Officer at any time.

We keep a record of every complaint and its outcome.

Part 11 - Legal Information & Disclaimer

Eskatii is a brand of Vsolwit Industries Private Limited. This part lists our legal details and explains the limits of the information on eskatii.com.

1. Company and contact details

Legal name	Vsolwit Industries Private Limited
Brand	Eskatii
CIN	U70200RJ2026PTC111896
GSTIN	08AALCV9288R1ZV
Registered office	D-240, Jagdamba Nagar, Behind Heerapur Power House, Ajmer Road, Jaipur, Rajasthan 302021
Operations, service and returns	3rd Floor, Invento Co-working Space, Sector 12B, Dwarka, New Delhi 110078
Customer support	adventure@eskatii.com · WhatsApp +91 74283 00828
Support hours	Monday to Saturday, 10:00 am to 7:00 pm IST
Grievance Officer	Amit Dabral, Chief Executive Officer · amit@vsolwit.com · +91 74283 00828

Website	eskatii.com

Eskatii sells its own products directly; there are no other sellers on eskatii.com. Each product page and package shows the country of origin.

2. Product information, images and performance figures

- **Images:** before production, some images and videos show prototypes, test boards or computer renders. The final product may look slightly different. Final MK1 specifications are confirmed before production, as explained in the Pre-Booking Terms.
- **Performance:** range, top speed, hill climbing and charging time are measured or estimated in test conditions. Real results depend on rider weight, terrain, gradient, temperature, tyre pressure, riding mode and battery age.
- **Off-road use:** Eskatii boards are built for broken roads, dirt trails, grass and gravel. They are not built for extreme downhill riding, large jumps or riding through deep water. The user manual sets out the limits.
- **Where riding is shown:** riding shown in our photos and videos is for illustration only and does not mean riding is allowed in that place. Eskatii boards are not registered as motor vehicles. Always check local rules and follow the Rider Safety & Liability Waiver.
- **General information:** content on eskatii.com, including journal articles, is general information and not professional advice. We work to keep it accurate and correct errors when we find them.

3. Trademarks, content and external links

- **Trademarks:** the ESKATII name, the ESKATII wordmark, the II wheel icon, and our taglines are trademarks of Vsolwit Industries Private Limited. Do not use them without our written permission. Other brands named on eskatii.com belong to their owners.
- **Copyright:** © 2026 Vsolwit Industries Private Limited. All text, photographs, videos, graphics, designs and software on eskatii.com are protected by copyright. You may share links to our pages. You may not copy, republish or use the content commercially without permission.
- **External links:** links to other websites, such as courier tracking or social media, are for convenience. We are not responsible for their content or privacy practices, and a link does not mean we endorse them.
- **Media and partnerships:** adventure@eskatii.com.

This part should be read with the other parts of this document.