

GoNex Rider Agreement & Policies

Detailed Rider Onboarding & Platform Use Document

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This document consolidates rider-facing terms, privacy policy, refund and cancellation policy, safety and community rules, compliance statement, fraud prevention, account enforcement, incident reporting, and rider acceptance confirmation into one detailed document for review and acceptance.

This document consolidates GoNex rider policies, platform standards, safety guidelines, and operational procedures into a unified reference document.

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1. Final Official GoNex Company Positioning

Primary Corporate Description

GoNex Technologies Inc. is a technology company that develops and operates digital platforms connecting users, independent

third-party service providers, businesses, and local partners through secure, scalable, and intelligent software systems.

GoNex provides marketplace technology, communication tools, onboarding systems, payment integrations, and operational infrastructure designed to support mobility, delivery, roadside assistance, local services, and other digital service ecosystems.

GoNex does not directly provide transportation or independent third-party services unless explicitly stated. Services available

through the platform may be provided by independent providers operating under their own licenses, permits, insurance, and

legal responsibilities where applicable.

Service availability may vary depending on location, operational readiness, provider availability, and regulatory requirements.

2. GoNex Rider Terms & Conditions

These Rider Terms & Conditions ("Terms") govern access to and use of the GoNex platform, website, mobile applications, communication systems, and related services (collectively, the "Platform") by riders, passengers, customers, users, businesses,

and individuals requesting services ("User," "Rider," "Passenger," or "you").

By accessing or using the Platform, you agree to these Terms.

If you do not agree, you must not use the Platform.

1. Platform Nature

GoNex Technologies Inc. ("GoNex," "Company," "we," "our," or "us") is a technology platform that connects users with independent third-party service providers.

GoNex may provide:

- Marketplace technology
- Communication systems
- Digital onboarding
- Payment integrations
- Operational tools
- Platform support systems

GoNex does not directly provide transportation or independent third-party services unless explicitly stated otherwise.

Services available through the Platform may be performed by independent third-party providers operating under their own licenses, insurance, permits, and legal responsibilities where applicable.

2. Eligibility

By using the Platform, you represent that:

- You are legally eligible to use the services
- You can enter legally binding agreements
- Information you provide is accurate
- You will comply with applicable laws

GoNex reserves the right to deny access at any time.

3. User Accounts

Users are responsible for:

- Maintaining account security
- Protecting login credentials
- Accurate account information
- Activity occurring under their account

Users may not:

- Create fake accounts
- Use stolen identities
- Share accounts improperly
- Use unauthorized payment methods
- Circumvent Platform systems

4. Independent Providers

Users acknowledge and agree that:

- Providers are independent third parties
- GoNex does not supervise providers directly
- GoNex does not control provider conduct
- GoNex does not guarantee service quality or provider behavior
- Providers may independently accept, reject, or cancel requests where permitted

Users understand that interactions occur at their own discretion and risk.

5. Service Availability

Service availability may vary based on:

- Geographic location
- Operational readiness
- Provider availability
- Technical issues
- Demand levels
- Regulatory restrictions

GoNex does not guarantee:

- Immediate service
- Continuous availability
- Specific providers
- Arrival times
- Completion of requests

6. Pricing & Payments

Pricing displayed through the Platform may include:

- Base charges
- Distance charges
- Time charges
- Dynamic pricing
- Booking fees
- Service fees
- Cancellation fees
- Applicable taxes

Users authorize GoNex and authorized payment processors to process charges associated with Platform use.

Users are responsible for reviewing pricing before confirming requests.

7. Cancellations & Refunds

Cancellation policies may vary based on:

- Timing
- Service type
- Provider status
- Operational conditions

Refunds are not guaranteed and may be reviewed on a case-by-case basis.

GoNex reserves the right to deny refunds involving:

- Fraud
- Abuse
- Chargeback misuse
- Policy violations
- False claims

8. User Conduct

Users agree to behave respectfully and lawfully.

Users may not:

- Harass providers
- Threaten others
- Use discriminatory language
- Damage vehicles or property
- Engage in violence

- Transport illegal substances
- Carry prohibited items unlawfully
- Engage in fraudulent activity
- Request illegal services

Unsafe or unlawful conduct may result in immediate suspension or permanent removal.

9. Safety & Emergency Situations

GoNex encourages users to prioritize personal safety.

In emergencies:

- Contact local emergency services immediately
- Use available in-app safety tools where provided
- Report incidents to GoNex when appropriate

GoNex is not an emergency service provider.

10. Lost Items

Providers are independent third parties and are solely responsible for items found in their vehicles or possession.

GoNex does not guarantee recovery of lost items.

GoNex may attempt to facilitate communication where operationally feasible.

11. Third-Party Services

The Platform may use or integrate with third-party services including:

- Payment processors
- Mapping systems
- GPS providers
- Communication systems
- Verification vendors
- Cloud infrastructure

GoNex is not responsible for third-party systems or outages.

12. Background Checks & Verification

GoNex may conduct or request provider verification, including:

- Identity verification
- Insurance reviews
- Vehicle verification
- Background screening

However, verification does not guarantee:

- Safety
- Suitability
- Service quality
- Legal compliance
- Provider conduct

Users understand that no screening process can eliminate all risks.

13. Privacy

Use of the Platform is subject to the GoNex Privacy Policy.

Users consent to collection, processing, and sharing of information as described in the Privacy Policy.

14. Device & Connectivity Responsibility

Users are responsible for:

- Internet access

- Mobile devices
- Device compatibility
- Data charges
- App updates

GoNex does not guarantee uninterrupted access due to technical or network limitations.

15. Intellectual Property

All Platform systems, branding, software, trademarks, logos, and content remain the property of GoNex Technologies Inc.

Users may not:

- Copy
- Modify
- Reverse engineer
- Resell
- Exploit Platform technology

without authorization.

16. Disclaimer of Warranties

The Platform is provided "as is" and "as available."

To the fullest extent permitted by law, GoNex disclaims all warranties relating to:

- Availability

- Reliability
- Safety
- Accuracy
- Service quality
- Provider conduct
- Continuous operation

GoNex does not guarantee error-free or uninterrupted functionality.

17. Limitation of Liability

To the fullest extent permitted by law, GoNex Technologies Inc. and its affiliates shall not be liable for:

- Personal injury
- Death
- Accidents
- Vehicle incidents
- Property damage
- Theft
- Criminal conduct
- Provider conduct
- User disputes
- Lost profits
- Emotional distress
- Indirect or consequential damages

Users access and use the Platform entirely at their own risk.

18. User Responsibility & Assumption of Risk

Users voluntarily choose to interact with independent third-party providers.

Users acknowledge that:

- Transportation and third-party services carry inherent risks
- Providers are independent operators
- Conditions may vary
- Traffic, weather, criminal activity, mechanical failures, or human behavior may create risks

Users assume responsibility for decisions made while using the Platform.

19. Indemnification

Users agree to defend, indemnify, and hold harmless GoNex Technologies Inc. and its affiliates from claims, liabilities, losses,

damages, penalties, investigations, or expenses arising from:

- User conduct
- Violations of these Terms
- Illegal activity
- Fraudulent activity
- Damage caused by users
- Disputes with providers or third parties

20. Account Suspension & Termination

GoNex reserves the right to:

- Suspend accounts
- Restrict access
- Refuse service
- Remove users

for:

- Safety concerns
- Fraud investigations
- Policy violations
- Payment disputes
- Operational reasons
- Legal compliance

Actions may occur without prior notice where permitted by law.

21. Arbitration & Disputes

To the fullest extent permitted by law:

- Disputes may be resolved through binding arbitration or courts selected by GoNex Technologies Inc.
- Users waive participation in class action lawsuits where enforceable by law.

Nothing in this section limits rights that cannot legally be waived.

22. Modifications to Terms

GoNex may modify these Terms at any time.

Updated versions become effective upon posting unless otherwise required by law.

Continued Platform use constitutes acceptance of revised Terms.

23. Severability

If any provision is determined unenforceable, remaining provisions remain valid and enforceable.

24. Entire Agreement

These Terms constitute the complete agreement regarding Platform use between users and GoNex.

3. GoNex Safety & Community Guidelines

At GoNex Technologies Inc. ("GoNex," "Company," "we," "our," or "us"), safety, professionalism, and respectful conduct are

essential to maintaining a trusted platform experience.

These Safety & Community Guidelines apply to all users, riders, passengers, customers, businesses, providers, and any

individual or entity accessing or using the GoNex platform, website, mobile applications, or related services (collectively, the

"Platform").

Failure to follow these Guidelines may result in:

- Warnings
- Temporary suspension
- Permanent account removal
- Service restrictions
- Legal reporting where appropriate

1. Respectful Conduct

All users and providers must treat others respectfully and professionally at all times.

The following conduct is prohibited:

- Harassment
- Threats
- Intimidation
- Bullying
- Hate speech
- Discrimination
- Abusive language
- Sexual misconduct
- Unwanted physical contact
- Offensive behavior

GoNex maintains zero tolerance for conduct that creates unsafe or hostile experiences.

2. Violence & Dangerous Conduct

The following are strictly prohibited:

- Physical violence
- Assault
- Threats of violence
- Weapon-related misconduct where prohibited by law
- Reckless conduct
- Dangerous behavior
- Criminal activity
- Human trafficking
- Coercion
- Kidnapping
- Extortion

GoNex may immediately suspend accounts and cooperate with law enforcement where appropriate.

3. Impaired Conduct & Substance Use

Providers may not operate services while impaired by:

- Alcohol
- Illegal substances
- Misused prescription medications
- Any condition impairing safe operation

Users may not:

- Pressure providers into unsafe behavior
- Consume illegal substances during services
- Engage in dangerous intoxicated conduct

Unsafe behavior may result in immediate removal.

4. Fraud & Dishonesty

The following are prohibited:

- Fake accounts
- False identities
- Stolen payment methods
- Fraudulent transactions
- Fake documents
- Manipulation of pricing or promotions
- Chargeback abuse
- False complaints
- Circumventing Platform systems

GoNex may investigate suspected fraud and report unlawful activity to authorities.

5. Service & Equipment Safety

Independent providers are responsible for ensuring any vehicles, equipment, or service tools used in connection with services

are:

- Properly maintained
- Safe to operate
- Legally compliant
- Properly registered where required
- Appropriately insured where required

Unsafe vehicles, equipment, or conduct may result in suspension or restrictions.

6. Rider & Passenger Safety

Riders and passengers must:

- Wear seat belts where legally required
- Respect provider instructions relating to safety
- Avoid distracting providers
- Avoid unsafe behavior inside vehicles or during services
- Avoid damaging property

Users may not:

- Carry prohibited or illegal items unlawfully
- Threaten providers
- Engage in violent or disruptive conduct

7. Provider Professional Standards

Providers are expected to:

- Maintain professionalism
- Communicate respectfully
- Follow applicable laws
- Avoid discriminatory conduct
- Protect user privacy
- Operate responsibly

Providers may not:

- Solicit unrelated business improperly
- Share inappropriate content
- Contact users outside authorized communications for improper purposes
- Misuse user information

8. Privacy & Personal Information

Users and providers must respect personal privacy.

The following are prohibited:

- Unauthorized recording where prohibited by law
- Sharing personal information without authorization
- Doxxing
- Stalking
- Harassing communications
- Unauthorized surveillance

Any recording activities must comply with applicable laws.

9. Illegal Activity

The Platform may not be used for:

- Illegal transportation activity
- Drug trafficking
- Fraud schemes
- Theft
- Money laundering
- Prostitution
- Smuggling
- Organized criminal activity
- Unauthorized commercial activity
- Any unlawful conduct

GoNex may cooperate with law enforcement investigations.

10. Child Safety

GoNex maintains strict standards regarding child safety.

Users may not:

- Exploit minors
- Endanger children
- Request unauthorized transportation involving minors where prohibited
- Engage in inappropriate conduct involving minors

GoNex may immediately report serious concerns to authorities.

11. Emergency Situations

In emergencies:

- Contact local emergency services immediately
- Prioritize personal safety
- Use available in-app emergency tools where provided
- Report serious incidents to GoNex where appropriate

GoNex is not an emergency response provider.

12. Reporting Safety Concerns

Users and providers are encouraged to report:

- Unsafe behavior
- Harassment
- Fraud
- Dangerous conduct
- Policy violations
- Criminal concerns

GoNex may investigate reports and take appropriate action.

False or malicious reporting may result in account action.

13. Account Reviews & Enforcement

GoNex reserves the right to:

- Review accounts
- Investigate incidents
- Request documentation
- Restrict access
- Suspend accounts
- Permanently remove users or providers

based on:

- Safety concerns
- Fraud investigations
- Complaints
- Legal obligations
- Operational risks
- Policy violations

Enforcement decisions may occur without prior notice where permitted by law.

14. Independent Provider Notice

Providers using the Platform may operate independently.

GoNex does not guarantee:

- Provider conduct
- Service quality
- Vehicle condition
- Safety outcomes
- Compliance by independent providers

Users understand that interactions with independent third-party providers involve inherent risks.

15. Community Responsibility

Maintaining a safe platform requires cooperation from all users and providers.

All parties are expected to:

- Behave responsibly
- Respect others
- Follow laws
- Report dangerous conduct
- Maintain professionalism

16. Modifications

GoNex may update these Guidelines at any time.

Continued use of the Platform constitutes acceptance of updated Guidelines.

4. GoNex Privacy Policy

Welcome to GoNex Technologies Inc. ("GoNex," "Company," "we," "our," or "us").

This Privacy Policy explains how GoNex collects, uses, stores, shares, and protects information when users access or use the

GoNex platform, website, mobile applications, and related services (collectively, the "Platform").

By accessing or using the Platform, you agree to the practices described in this Privacy Policy.

1. Information We Collect

GoNex may collect the following categories of information:

A. Personal Information

- Full name
- Email address
- Phone number
- Date of birth
- Profile photo
- Mailing address
- Government-issued identification where required
- Business or provider information

B. Account Information

- Login credentials
- User preferences
- Device identifiers
- App usage information
- Account activity

C. Location Information

With permission, GoNex may collect:

- Real-time GPS location
- Approximate location
- Trip or route information
- Pickup and destination details

Location data may be collected while the app is open or running in the background where permitted by device settings and applicable laws.

D. Payment Information

Payments may be processed through third-party payment providers including Stripe or other authorized processors.

GoNex may collect limited payment-related information such as:

- Payment method type
- Transaction identifiers
- Billing details
- Partial card information

GoNex does not store full payment card numbers unless specifically stated.

E. Communication Information

We may collect information related to:

- Customer support inquiries
- Emails
- SMS messages
- In-app communications
- Call masking systems where applicable

F. Device & Technical Information

- IP address
- Browser type
- Mobile device type
- Operating system
- App version
- Crash reports
- Analytics data
- Network information

2. How We Use Information

GoNex may use collected information to:

- Operate and improve the Platform
- Verify accounts and providers
- Process transactions
- Match users with providers
- Provide customer support
- Maintain platform safety and security
- Detect fraud or abuse
- Send service-related notifications
- Improve user experience
- Comply with legal obligations
- Enforce platform policies

3. Sharing of Information

GoNex may share information with:

A. Independent Service Providers

Information necessary to complete requested services may be shared with independent third-party providers.

B. Service Providers & Vendors

We may share information with vendors providing:

- Payment processing
- Cloud hosting

- Verification services
- Analytics
- Mapping and GPS services
- Customer support tools
- Communication systems

C. Legal & Regulatory Authorities

Information may be disclosed when required by:

- Law
- Court order
- Government request
- Regulatory obligations
- Fraud or safety investigations

D. Business Transfers

In connection with mergers, acquisitions, restructuring, financing, or sale of assets.

4. Data Retention

GoNex may retain information for as long as reasonably necessary to:

- Operate the Platform
- Maintain records
- Resolve disputes
- Prevent fraud
- Comply with legal obligations
- Enforce agreements

Retention periods may vary depending on legal, operational, and regulatory requirements.

5. User Rights & Choices

Depending on applicable laws, users may have rights to:

- Access personal information
- Request corrections
- Request deletion
- Withdraw permissions
- Manage communication preferences

Requests may be submitted to:

support@gonex.tech

GoNex may require identity verification before processing certain requests.

6. Location Permissions

GoNex may request access to device location services for:

- Provider matching
- Navigation
- Safety monitoring

- Service availability
- Operational functionality

Users may manage permissions through device settings; however, certain features may not function properly without location

access.

7. Cookies & Tracking Technologies

GoNex may use:

- Cookies
- Analytics tools
- Session technologies
- Device identifiers
- Performance monitoring tools

These technologies help improve performance, functionality, security, and user experience.

8. Data Security

GoNex implements commercially reasonable technical, administrative, and organizational safeguards intended to protect information from:

- Unauthorized access
- Loss
- Misuse
- Disclosure
- Alteration

However, no method of electronic transmission or storage is completely secure.

9. Children's Privacy

The Platform is not intended for individuals under the age required by applicable laws to use the services offered through the

Platform.

GoNex does not knowingly collect personal information from children without lawful authorization.

10. Third-Party Services

The Platform may integrate with or contain links to third-party services, websites, or applications.

GoNex is not responsible for:

- Third-party privacy practices
- External websites

- Independent provider conduct
- Third-party systems

Users should review third-party privacy policies separately.

11. International Use

Users accessing the Platform from outside the United States acknowledge that information may be processed and stored in jurisdictions where data protection laws may differ.

12. Changes to This Privacy Policy

GoNex may update this Privacy Policy periodically.

Updated versions become effective upon posting on the Platform unless otherwise required by law.

Continued use of the Platform after updates constitutes acceptance of the revised Privacy Policy.

5. GoNex Refund & Cancellation Policy

This Refund & Cancellation Policy ("Policy") governs cancellations, refunds, payment disputes, chargebacks, credits, adjustments, and related financial matters involving the GoNex platform, website, mobile applications, and related services (collectively, the "Platform").

By accessing or using the Platform, users, riders, passengers, providers, businesses, and other parties ("Users" or "Providers")

agree to this Policy.

1. Platform Nature

GoNex Technologies Inc. ("GoNex," "Company," "we," "our," or "us") operates as a technology platform connecting users with

independent third-party service providers.

GoNex may facilitate:

- Payment processing
- Booking systems
- Communication systems
- Operational tools
- Platform transactions

Independent providers may establish certain service-related terms consistent with applicable laws and Platform policies.

2. General Refund Policy

All payments processed through the Platform are generally considered final unless otherwise determined by:

- Applicable laws
- Platform review
- Operational circumstances
- Fraud investigations
- Provider adjustments
- Service disruptions

Refund eligibility is determined solely at GoNex's discretion where permitted by law.

GoNex reserves the right to:

- Approve refunds
- Deny refunds
- Issue partial refunds
- Issue credits instead of refunds
- Reverse adjustments
- Delay review pending investigation

3. Cancellation Policy

Cancellation policies may vary depending on:

- Service category
 - Timing of cancellation
 - Provider status
 - Provider arrival
 - Operational costs incurred
 - Demand conditions
-
- Applicable laws

Users may incur:

- Cancellation fees
- Partial charges
- Administrative fees
- Processing fees

even if services are not completed.

4. User-Initiated Cancellations

If a user cancels:

- After a provider accepts a request
- After operational costs are incurred
- After provider dispatch
- After arrival or wait time begins

the user may be charged applicable fees.

Repeated cancellations may result in:

- Account review
- Temporary restrictions
- Suspension
- Permanent removal

5. Provider-Initiated Cancellations

If a provider cancels a request, GoNex may:

- Issue partial or full refunds
- Reassign providers
- Apply operational adjustments
- Issue credits

depending on circumstances.

GoNex does not guarantee replacement services.

6. No-Show Policy

Users may be charged full or partial fees if:

- User fails to appear
- User cannot be contacted
- Excessive delays occur
- Pickup instructions are inaccurate
- Access to pickup location is unavailable

Providers may also face account reviews for repeated no-shows or improper conduct.

7. Wait Time Charges

Additional charges may apply for:

- Delays caused by users

- Extended wait periods
- Excessive stops
- Route modifications
- Operational disruptions

Wait time calculations may be determined through Platform systems, provider reports, GPS systems, timestamps, or operational reviews.

8. Dynamic Pricing & Rate Variations

Pricing displayed through the Platform may fluctuate based on:

- Demand
- Traffic
- Weather
- Location
- Time
- Service availability
- Operational conditions

By confirming requests, users agree to displayed pricing at the time of booking.

Completed transactions will generally not be refunded solely due to later pricing comparisons or market fluctuations.

9. Payment Authorization

Users authorize GoNex and authorized payment processors to:

- Charge payment methods
- Process adjustments
- Recover unpaid balances
- Collect cancellation fees
- Apply processing fees
- Offset refunds or credits
- Recover chargebacks

Users are responsible for maintaining valid payment methods.

10. Chargebacks & Payment Disputes

Users agree to contact GoNex before initiating chargebacks or payment disputes whenever reasonably possible.

Fraudulent or abusive chargebacks may result in:

- Account suspension
- Permanent removal
- Collections activity
- Recovery actions
- Legal reporting

GoNex reserves the right to dispute chargebacks using:

- GPS records
- Platform logs
- Provider records
- Timestamps
- Communication records

- Operational data
- Fraud review systems

11. Fraud Prevention

Refunds may be denied where GoNex reasonably suspects:

- Fraud
- Abuse

- False claims
- Account manipulation
- Promotional abuse
- Unauthorized activity
- Policy violations
- Payment misuse

GoNex may delay refunds while investigations are ongoing.

12. Promotional Credits & Discounts

Promotional offers, coupons, credits, or discounts:

- May expire
- May be revoked
- Have no cash value unless required by law
- May be limited to specific services or regions

GoNex reserves the right to cancel promotions at any time.

13. Service Disruptions

GoNex shall not be responsible for delays, interruptions, or service failures caused by:

- Traffic
- Weather
- Technical outages
- Third-party failures
- Regulatory actions
- Accidents
- Emergencies
- Criminal activity
- Events beyond reasonable control

Refund decisions in such situations remain discretionary unless otherwise required by law.

14. Independent Provider Notice

Independent providers may operate separately from GoNex.

GoNex does not guarantee:

- Provider conduct
- Service completion
- Vehicle condition
- Specific arrival times
- Service quality

Users acknowledge that service-related disputes may involve independent providers.

15. Refund Processing Time

Approved refunds may require processing time depending on:

- Payment providers
- Banking systems
- Card issuers
- Financial institutions
- Fraud reviews

GoNex does not control external banking timelines.

16. Limitation of Liability

To the fullest extent permitted by law, GoNex Technologies Inc. shall not be liable for:

- Indirect damages
- Consequential damages

- Lost profits
- Emotional distress
- Service dissatisfaction
- Provider conduct
- Third-party payment failures
- Financial institution delays
- Payment processor errors

Users access and use the Platform at their own risk.

17. Account Enforcement

GoNex reserves the right to:

- Restrict transactions
- Suspend accounts
- Reverse credits
- Deny refunds
- Remove payment methods
- Permanently terminate access

for:

- Fraud concerns
- Excessive disputes
- Abuse
- Policy violations
- Operational risks

18. Modifications

GoNex may modify this Policy at any time.

Updated versions become effective upon posting unless otherwise required by law.

Continued Platform use constitutes acceptance of revised terms.

19. Governing Law

This Policy shall be governed by applicable laws without regard to conflict of law principles.

Disputes may be resolved through arbitration or courts selected by GoNex Technologies Inc. where permitted by law.

6. GoNex Compliance & Regulatory Statement

Effective Date: [Insert Date]

GoNex Technologies Inc. ("GoNex," "Company," "we," "our," or "us") is committed to maintaining responsible operational standards, platform integrity, user safety, and compliance-focused business practices across the GoNex platform, website, mobile applications, and related services (collectively, the "Platform").

This Compliance Statement outlines GoNex's general approach toward operational compliance, platform governance, user responsibilities, provider responsibilities, safety standards, and cooperation with applicable legal and regulatory obligations.

1. Platform Nature

GoNex operates as a technology platform that connects users with independent third-party service providers through digital systems and marketplace technology.

GoNex may provide:

- Marketplace infrastructure
- Communication systems
- Payment integrations
- Operational tools
- Digital onboarding systems

- Platform support technology

Unless explicitly stated otherwise, GoNex does not directly provide transportation, delivery, roadside assistance, or independent third-party services.

Independent providers may operate under their own:

- Licenses
- Permits
- Insurance
- Operational procedures
- Legal responsibilities

where applicable.

2. Compliance Commitment

GoNex seeks to maintain commercially reasonable operational standards relating to:

- Platform integrity
- User safety
- Fraud prevention
- Data protection
- Account verification
- Operational monitoring
- Responsible platform usage

GoNex may implement operational procedures designed to support compliance objectives and reduce platform misuse.

3. User & Provider Responsibility

Users and providers are solely responsible for complying with:

- Local laws
- State laws
- Federal laws
- Transportation regulations
- Tax obligations
- Insurance requirements
- Licensing obligations
- Safety regulations
- Applicable permits

GoNex does not guarantee that any user, provider, business, or third party is fully compliant with all applicable laws or regulations.

4. Independent Provider Notice

Providers using the Platform may operate independently and are not necessarily employees, agents, or representatives of GoNex.

Providers are solely responsible for:

- Their conduct
- Vehicle compliance
- Operational decisions
- Insurance coverage
- Regulatory obligations
- Service performance

GoNex does not supervise or control all aspects of independent provider operations.

5. Verification & Review Procedures

GoNex may conduct or request:

- Identity verification

- Documentation review
- Vehicle verification
- Insurance review
- Background screening
- Compliance checks
- Fraud monitoring

Verification procedures do not constitute:

- Certification
- Guarantee
- Endorsement
- Legal approval
- Safety assurance

GoNex reserves the right to request updated information at any time.

6. Fraud Prevention & Platform Integrity

GoNex maintains policies intended to reduce:

- Fraud
- Payment abuse

- Fake accounts
- Identity misuse
- Unauthorized activity
- Platform manipulation
- Unsafe conduct

GoNex may:

- Review transactions
- Restrict accounts
- Delay payouts
- Reverse adjustments
- Suspend access
- Cooperate with investigations

where appropriate.

7. Safety Standards

GoNex maintains platform standards prohibiting:

- Violence
- Harassment
- Threats
- Discrimination
- Fraudulent activity
- Unsafe conduct
- Illegal activity
- Abuse of Platform systems

GoNex may investigate reports and take enforcement action where appropriate.

8. Data Protection & Privacy

GoNex may collect, process, store, and share information as described in the GoNex Privacy Policy.

GoNex may implement commercially reasonable technical and organizational safeguards intended to protect platform information.

No security system is completely immune from risks or unauthorized activity.

9. Payment & Financial Compliance

Payments processed through the Platform may involve authorized third-party payment processors.

GoNex may implement:

- Fraud review systems
- Transaction monitoring
- Payment verification
- Chargeback review procedures
- Operational audits

GoNex reserves the right to delay, restrict, reverse, or deny transactions where reasonably necessary for operational, legal, fraud prevention, or compliance purposes.

10. Cooperation With Authorities

GoNex may cooperate with:

- Law enforcement agencies
- Regulatory authorities
- Courts
- Government agencies
- Financial institutions
- Payment processors

where required by:

- Applicable law
- Court orders
- Investigations
- Fraud prevention efforts
- Safety concerns
- Regulatory obligations

11. Service Availability & Regulatory Limitations

Platform availability may vary depending on:

- Geographic location
- Operational readiness
- Provider availability
- Legal restrictions
- Licensing requirements
- Regulatory conditions

Certain services may be unavailable in some jurisdictions.

GoNex reserves the right to restrict or discontinue services in any region.

12. Intellectual Property & Platform Protection

All Platform systems, technology, branding, trademarks, content, software, operational procedures, and materials remain the

property of GoNex Technologies Inc.

Unauthorized use, copying, exploitation, reverse engineering, or interference with Platform systems is prohibited.

13. Account Enforcement

GoNex reserves the right to:

- Suspend accounts
- Restrict access
- Remove content
- Deny transactions
- Disable functionality
- Permanently terminate Platform access

for:

- Safety concerns

- Fraud concerns
- Legal compliance
- Policy violations
- Operational risks
- Regulatory obligations

Actions may occur without prior notice where permitted by law.

14. Disclaimer of Regulatory Status

Nothing in this Compliance Statement constitutes:

- Legal advice
- Regulatory certification
- Government approval
- Licensing assurance
- Compliance guarantee

Users and providers are encouraged to seek independent legal, tax, insurance, and regulatory guidance where appropriate.

15. Modifications

GoNex may update this Compliance Statement at any time.

Updated versions become effective upon posting unless otherwise required by law.

Continued Platform use constitutes acceptance of revised terms.

7. GoNex Fraud Prevention & Review Policy

Effective Date: [Insert Date]

This Fraud Prevention & Review Policy ("Policy") establishes operational standards, monitoring procedures, review processes,

and enforcement actions relating to fraud prevention, platform misuse, identity abuse, payment abuse, unsafe conduct, and suspicious activity involving the GoNex platform, website, mobile applications, and related services (collectively, the "Platform").

This Policy applies to all:

- Users
- Riders
- Providers
- Providers
- Businesses
- Fleet operators
- Contractors
- Third parties using the Platform

1. Policy Purpose

GoNex Technologies Inc. ("GoNex," "Company," "we," "our," or "us") maintains fraud prevention systems intended to:

- Protect users and providers
- Reduce payment fraud
- Prevent identity misuse
- Detect suspicious activity
- Protect Platform integrity
- Support operational compliance
- Reduce financial and safety risks

GoNex reserves broad discretion to investigate, restrict, suspend, or terminate Platform access where suspicious activity is identified.

2. Prohibited Conduct

The following activities are strictly prohibited:

Identity Fraud

- Fake identities
- Stolen identities
- Altered documents
- Misrepresentation
- Impersonation
- Duplicate accounts

Payment Fraud

- Unauthorized payment methods
- Stolen cards
- Chargeback abuse
- False refund claims
- Payment manipulation
- Transaction laundering

Platform Manipulation

- Fake rides/orders
- Artificial demand generation
- Incentive abuse
- GPS spoofing
- Account farming
- Referral abuse
- Rating manipulation

Provider Fraud

- Fake vehicles
- Shared provider accounts
- Unauthorized providers
- Fake insurance documents
- Fraudulent licensing
- False operational information

User Abuse

- False complaints
- Harassment for refunds
- Extortion attempts
- Threat-based refund demands
- Fraudulent incident claims

Technical Abuse

- Unauthorized access
- Hacking attempts
- Reverse engineering
- API abuse
- Malware distribution
- Automation abuse

3. Monitoring & Detection

GoNex may monitor Platform activity using:

- Automated systems
- Fraud scoring systems
- Device analysis
- GPS analysis

- IP monitoring
- Transaction monitoring
- Behavioral analysis
- Document verification systems
- Manual reviews

GoNex reserves the right to investigate activity at any time.

4. Identity Verification Reviews

GoNex may request:

- Government-issued identification
- Selfie verification
- Live verification
- Address verification
- Insurance verification
- Vehicle verification
- Banking verification
- Additional documentation

Failure to cooperate may result in account restrictions.

5. Payment & Transaction Reviews

Transactions may be reviewed for:

- Chargeback risk
- Unusual activity
- Payment inconsistencies
- Fraud indicators
- Suspicious transaction patterns
- Multiple account connections
- Velocity anomalies

GoNex may:

- Delay payouts
- Hold transactions
- Reverse transactions
- Restrict withdrawals
- Suspend accounts
- Request additional verification

6. Account Review Triggers

Accounts may be flagged for review due to:

- Multiple failed payments
- High refund rates
- Fake documentation
- Excessive cancellations
- Abnormal trip activity
- User complaints
- GPS inconsistencies
- Device inconsistencies
- Shared accounts
- Suspicious communication
- Fraud reports
- Regulatory concerns

Flagged accounts may be temporarily restricted pending investigation.

7. Investigation Procedures

GoNex may:

- Review platform records
- Analyze GPS data
- Review communication logs
- Review timestamps
- Request documentation
- Contact users or providers
- Review payment information
- Consult third-party verification services
- Cooperate with law enforcement

GoNex is not obligated to disclose internal fraud detection methods.

8. Enforcement Actions

GoNex reserves the right to:

- Suspend accounts
- Permanently terminate accounts
- Restrict transactions
- Reverse payouts
- Recover funds
- Deny refunds
- Block payment methods
- Reject applications
- Disable features
- Report suspicious activity to authorities

Actions may occur without prior notice where permitted by law.

9. Chargeback & Refund Abuse

Users and providers may not abuse:

- Chargeback systems
- Refund systems
- Dispute systems
- Promotional credits
- Payment reversals

GoNex may challenge disputed transactions using:

- GPS records
- Communication logs
- Device records
- Operational logs
- Timestamp data
- Verification records

Fraudulent disputes may result in collections efforts or legal reporting where appropriate.

10. Provider Fraud Prevention

Providers may be required to:

- Maintain active insurance
- Maintain valid licenses
- Verify vehicle ownership
- Complete periodic verification
- Submit updated documentation
- Complete re-screening

Unauthorized account sharing is prohibited.

11. User Fraud Prevention

Users may not:

- Create duplicate accounts
- Abuse promotions
- Submit false complaints
- Threaten providers for refunds
- Misuse emergency reports
- Use stolen payment methods
- Coordinate fraudulent activity

12. Data Sharing & Cooperation

GoNex may share information with:

- Payment processors
- Verification vendors
- Fraud prevention vendors
- Financial institutions
- Law enforcement
- Regulatory authorities

where reasonably necessary for:

- Fraud prevention
- Safety
- Legal compliance
- Investigations

13. No Guarantee of Fraud Detection

While GoNex may implement fraud prevention systems, no system can completely eliminate:

- Fraud
- Criminal activity
- Identity misuse
- Payment abuse
- Unsafe conduct

Users and providers acknowledge that Platform use carries inherent risks.

14. Limitation of Liability

To the fullest extent permitted by law, GoNex shall not be liable for:

- Fraud losses
- Unauthorized activity
- Identity theft

- Payment abuse
- Third-party misconduct
- Financial losses
- Operational interruptions

Users and providers use the Platform at their own risk.

15. Cooperation Obligations

Users and providers agree to cooperate with fraud investigations by:

- Providing requested documents
- Responding to inquiries
- Verifying identity
- Assisting operational reviews

Failure to cooperate may result in enforcement actions.

16. Modifications

GoNex may modify this Policy at any time.

Updated versions become effective upon posting unless otherwise required by law.

8. GoNex Account Suspension & Enforcement Policy

Effective Date: [Insert Date]

This Account Suspension & Enforcement Policy ("Policy") outlines the standards, review procedures, enforcement actions, restrictions, suspensions, deactivations, and account termination processes applicable to all users, riders, providers, businesses, fleet operators, contractors, and third parties accessing or using the GoNex platform, website, mobile applications,

and related services (collectively, the "Platform").

By using the Platform, all parties agree to this Policy.

1. Policy Purpose

GoNex Technologies Inc. ("GoNex," "Company," "we," "our," or "us") maintains enforcement systems intended to:

- Protect platform safety
- Reduce fraud
- Prevent abuse
- Maintain operational integrity
- Support compliance objectives
- Protect users and providers
- Address unsafe or unlawful conduct

GoNex reserves broad discretion to investigate and take enforcement actions where necessary.

2. Grounds for Suspension or Termination

Accounts may be suspended, restricted, reviewed, or permanently terminated for reasons including, but not limited to:

Safety Violations

- Violence
- Threats
- Harassment
- Discrimination
- Unsafe operation
- Dangerous conduct
- Criminal activity
- Weapon-related misconduct where prohibited
- Intoxicated operation

Fraud & Abuse

- Fake identities
- Fake documents
- Payment fraud
- Chargeback abuse
- Promotional abuse
- Duplicate accounts
- Fraudulent transactions
- Platform manipulation

Compliance Violations

- Expired licenses
- Invalid insurance

- Regulatory concerns
- Vehicle non-compliance
- False information
- Failure to maintain required documentation

Operational Risks

- Excessive complaints
- Repeated cancellations
- Severe service issues
- Suspicious behavior
- Uncooperative conduct
- Misuse of Platform systems

Technical Violations

- Unauthorized access
- Hacking attempts
- Reverse engineering
- API abuse
- Malware activity
- System interference

3. Types of Enforcement Actions

GoNex may apply one or more enforcement actions including:

- Warning notices
- Temporary restrictions
- Account review holds
- Transaction holds
- Feature limitations
- Temporary suspension
- Permanent deactivation
- Payment withholding
- Charge reversals
- Device blocking
- IP restrictions
- Permanent Platform bans

Enforcement decisions may occur without prior notice where permitted by law.

4. Temporary Suspensions

Accounts may be temporarily suspended while:

- Investigations are ongoing
- Documents are reviewed
- Fraud checks are conducted
- Safety incidents are investigated
- Payment disputes are reviewed
- Compliance verification is pending

Temporary suspension does not guarantee future reinstatement.

5. Permanent Deactivation

GoNex reserves the right to permanently deactivate accounts where it reasonably determines that continued access creates:

- Safety risks
- Fraud risks
- Operational risks
- Compliance concerns
- Reputational risks

- Legal exposure

Permanent deactivation may occur for severe or repeated violations.

6. Immediate Suspension Rights

GoNex may immediately suspend or terminate accounts without warning where reasonably necessary to address:

- Safety threats
- Fraud
- Criminal concerns
- Regulatory risks
- System abuse
- Emergency situations
- Payment abuse
- Serious policy violations

7. Investigation Procedures

GoNex may review:

- GPS records
- Device information
- Communication logs
- Transaction history
- Account behavior
- Verification records
- Incident reports
- User complaints
- Provider complaints
- Third-party reports

GoNex reserves the right not to disclose internal review procedures or enforcement methodologies.

8. Documentation Requests

Users and providers may be required to provide:

- Government-issued ID
- Provider licenses
- Insurance documents
- Vehicle registration
- Payment verification
- Selfie verification
- Additional operational documents

Failure to provide requested information may result in suspension or deactivation.

9. Appeals & Reviews

GoNex may, but is not obligated to, review appeals or reinstatement requests.

Submission of an appeal does not guarantee:

- Reinstatement
- Response
- Reversal of enforcement actions

GoNex retains final discretion regarding Platform access where permitted by law.

10. Payment Holds & Financial Reviews

GoNex may:

- Delay payouts
- Hold transactions
- Reverse credits

- Offset losses
- Recover chargebacks
- Freeze account balances

during:

- Fraud investigations
- Payment disputes
- Compliance reviews
- Operational investigations

11. Cooperation Obligations

Users and providers agree to cooperate with investigations by:

- Responding to inquiries
- Providing requested documents
- Assisting verification procedures
- Maintaining accurate records

Failure to cooperate may result in enforcement action.

12. Independent Provider Notice

Providers using the Platform may operate independently.

GoNex reserves the right to remove providers from the Platform regardless of independent contractor status where operational, legal, or safety concerns exist.

13. No Guarantee of Continued Access

Access to the Platform is provided on a revocable basis.

GoNex does not guarantee:

- Permanent access
- Continued eligibility
- Ongoing account approval
- Future reinstatement

GoNex may modify or discontinue Platform access at any time.

14. Reporting Obligations

GoNex may report suspicious activity or cooperate with:

- Law enforcement
- Regulatory agencies
- Financial institutions
- Payment processors
- Insurance companies
- Fraud prevention vendors

where appropriate or legally required.

15. Limitation of Liability

To the fullest extent permitted by law, GoNex shall not be liable for:

- Lost income
- Business interruption
- Account deactivation
- Payment delays
- Reputation damage
- Operational losses
- Indirect damages
- Consequential damages

Users and providers access the Platform at their own risk.

16. Modifications

GoNex may modify this Policy at any time.

Updated versions become effective upon posting unless otherwise required by law.

Continued Platform use constitutes acceptance of revised terms.

9. GoNex Incident Reporting & Investigation Policy

Effective Date: [Insert Date]

This Incident Reporting & Investigation Policy ("Policy") establishes procedures and standards for reporting, documenting, reviewing, investigating, and responding to incidents involving the GoNex platform, website, mobile applications, and related

services (collectively, the "Platform").

This Policy applies to all:

- Users
- Riders
- Providers
- Providers
- Businesses
- Fleet operators
- Contractors
- Third parties using the Platform

1. Policy Purpose

GoNex Technologies Inc. ("GoNex," "Company," "we," "our," or "us") maintains incident reporting procedures intended to:

- Support platform safety
- Document operational events
- Address complaints
- Investigate safety concerns
- Reduce fraud
- Maintain operational integrity
- Support legal and compliance obligations

GoNex reserves discretion regarding investigations, enforcement decisions, and operational responses.

2. Reportable Incidents

The following incidents should be reported as soon as reasonably possible:

Safety Incidents

- Accidents
- Injuries
- Unsafe operation
- Reckless behavior
- Vehicle damage
- Threats or violence
- Harassment
- Discrimination
- Medical emergencies

Fraud & Security Incidents

- Unauthorized account access
- Fake accounts
- Fraudulent transactions
- Identity misuse

- Chargeback abuse
- Suspicious payment activity
- Document fraud

Operational Incidents

- Severe service disputes
- Property damage
- Lost property disputes
- Provider misconduct
- User misconduct
- App misuse
- Technical disruptions

Criminal Concerns

- Theft
- Assault
- Illegal substances
- Human trafficking concerns
- Weapon-related concerns
- Criminal activity involving Platform use

3. Emergency Situations

In emergencies:

- Contact local emergency services immediately
- Prioritize personal safety
- Seek medical assistance where necessary

GoNex is not an emergency response provider and does not guarantee real-time intervention.

4. Reporting Methods

Incidents may be reported through:

- In-app reporting tools
- Support email
- Safety email
- Customer support channels
- Operational review systems

Reports should be submitted as soon as reasonably possible after an incident occurs.

5. Information Requested During Reports

GoNex may request:

- Date and time of incident
- Names of involved parties
- Contact information
- Trip/order details
- GPS information
- Vehicle details
- Photos or videos

- Witness information
- Police report information
- Medical information where voluntarily provided
- Supporting documentation

Incomplete reports may limit review capabilities.

6. Investigation Procedures

GoNex may:

- Review account activity
- Review GPS records
- Review communication logs
- Review payment records
- Review trip data
- Contact involved parties
- Request additional documentation
- Review prior complaints
- Consult third-party vendors
- Cooperate with authorities where appropriate

GoNex reserves the right not to disclose internal investigative methods.

7. Temporary Account Restrictions

During investigations, GoNex may:

- Temporarily suspend accounts
- Restrict transactions
- Delay payouts
- Limit Platform access
- Freeze operational activity

Temporary restrictions do not imply guilt or fault.

8. False Reports & Abuse

Users and providers may not:

- Submit knowingly false reports
- Fabricate incidents
- Abuse reporting systems
- Use threats to obtain refunds or compensation
- Harass others through complaint systems

False reporting may result in:

- Account suspension
- Permanent removal
- Payment restrictions
- Legal reporting where appropriate

9. Independent Provider Notice

Providers using the Platform may operate independently.

GoNex does not directly supervise or control all provider conduct and does not guarantee:

- Safety
- Service quality
- Provider behavior
- Vehicle condition
- Compliance by independent providers

Users acknowledge that Platform interactions may involve inherent risks.

10. Cooperation Obligations

Users and providers agree to cooperate with incident reviews by:

- Responding to inquiries
- Providing requested information
- Preserving relevant evidence

- Participating in verification procedures where appropriate

Failure to cooperate may impact review outcomes or Platform access.

11. Evidence & Documentation

GoNex may maintain records including:

- GPS logs
- Timestamps
- Communication records
- Payment records
- Device information
- Incident reports
- Verification records
- Audit logs

GoNex may retain records for operational, legal, fraud prevention, safety, or compliance purposes.

12. Enforcement Actions

Based on investigations, GoNex may:

- Issue warnings
- Restrict accounts
- Suspend users/providers
- Permanently deactivate accounts
- Reverse transactions
- Delay payouts
- Report incidents to authorities
- Take legal or operational action where appropriate

GoNex retains discretion regarding enforcement decisions.

13. No Guarantee of Resolution

GoNex does not guarantee:

- Resolution outcomes
- Compensation
- Recovery of damages
- Recovery of lost items
- Enforcement against third parties
- Legal action outcomes

Investigation decisions may depend on available information and operational limitations.

14. Privacy & Information Sharing

Information relating to incidents may be shared with:

- Law enforcement
- Emergency responders
- Payment processors
- Insurance companies
- Verification vendors
- Regulatory authorities

where reasonably necessary for:

- Safety
- Fraud prevention
- Investigations
- Legal compliance

Information handling remains subject to the GoNex Privacy Policy.

15. Limitation of Liability

To the fullest extent permitted by law, GoNex shall not be liable for:

- Provider conduct
- User conduct
- Criminal acts
- Injuries
- Property damage
- Financial losses
- Investigation outcomes
- Delayed reporting
- Third-party actions

Users and providers use the Platform at their own risk.

16. Modifications

GoNex may modify this Policy at any time.

Updated versions become effective upon posting unless otherwise required by law.

Continued Platform use constitutes acceptance of revised terms.

10. Rider Acknowledgment, Signature, and Acceptance

By signing or electronically acknowledging this document, the rider/user confirms that they have reviewed and accepted the GoNex Rider Agreement & Policies, including the Rider Terms & Conditions, Privacy Policy, Safety & Community Guidelines,

Refund & Cancellation Policy, Compliance & Regulatory Statement, Fraud Prevention & Review Policy, Account Suspension &

Enforcement Policy, and Incident Reporting & Investigation Policy.

The rider/user understands that GoNex Technologies Inc. operates as a technology platform and that services available through the Platform may be provided by independent third-party providers operating separately from GoNex.

The rider/user confirms that all information submitted through the Platform is accurate and acknowledges that GoNex may maintain records, timestamps, IP address information, device information, submission records, and agreement acceptance information for operational, compliance, legal, safety, and fraud prevention purposes.

Rider Full Name

Email Address

Phone Number

Agreement Version GoNex Rider Agreement & Policies - Version 1.0

Electronic Signature

Date & Time

IP Address / System Record

[] I confirm that I have read and agree to the GoNex Rider Agreement & Policies.