

Terms & Conditions

Effective Date: November 10, 2025 By using the CarTow App, you agree to these Terms & Conditions ("Terms"), which govern your interaction with the platform. If you disagree, please refrain from using the App. CarTow reserves the right to update these Terms, with significant changes notified via in-app messages, email, or push notifications (30 days' notice for major updates). Continued use constitutes acceptance.

1. Eligibility

- You must be 18 or older to use the App. Provide accurate information (name, phone number, vehicle details) during registration and
- tow requests.
- The App is available only in the UAE (expanding to GCC in 2026).

2. Account Registration

- Register with a valid UAE phone number (05X-XXX-XXXX), name, optional email, and vehicle details.
- Verify via 6-digit OTP sent by SMS. Maintain account confidentiality and report unauthorized access to support@cartow.ae
- immediately.
- One account per user; multiple accounts may lead to suspension.

3. Towing Services

- Booking: Request tows by selecting a captain, vehicle, and drop-off location via the App.
Vehicle Details: Provide accurate make, model, color, and plate number for each tow.
Cancellation: Cancel before captain acceptance with a reason. Excessive cancellations (>5/month) may trigger account review.
- Payment: Pay captains in cash (agreed amount). In-app payments launch in Q2 2026.
- Feedback: Mandatory post-trip ratings (1-5 stars) and optional reviews, displayed on captain profiles.

4. User Responsibilities

- Provide accurate, up-to-date information for all interactions. Ensure vehicles are legally registered and accessible for towing. Treat captains respectfully; harassment or abusive behavior may result in suspension or
- permanent ban.
- Comply with UAE laws (e.g., traffic, data protection) during App use.
- Report issues (e.g., disputes, glitches) promptly via Profile > Support.

5. CarTow Responsibilities

- Connect users with KYC-verified captains (background-checked, licensed). Provide real-time tracking, secure communication, and reliable services. Protect user data per the Privacy Policy and UAE regulations. Resolve disputes within 48 hours, notifying users via WhatsApp or push notifications. Maintain app stability with >99.9% uptime (excluding scheduled maintenance).

6. Intellectual Property

- The App, logos, and content are owned by Gigadyne Technologies LLC and protected by UAE copyright and trademark laws.
- Users may not copy, modify, distribute, or reverse-engineer App content without written
- permission.
- User-generated content (e.g., reviews) grants CarTow a non-exclusive, royalty-free license for
- app improvements.

7. Limitation of Liability

- Vehicle Damage: Captains are responsible for damages during towing; report via Support for dispute resolution.
- Delays: CarTow is not liable for delays due to traffic, captain availability, or force majeure (e.g., sandstorms, floods).
- Unauthorized Access: Users must report account breaches promptly; CarTow is not liable for
- unreported losses.
- Service Availability: The App is provided “as is,” with no warranties beyond UAE legal
- requirements.
- Maximum Liability: Limited to the cost of the tow service or AED 1,000, whichever is lower.

8. Termination

- User-Initiated: Delete your account by emailing support@cartow.ae; data removed within 30 days (except audit logs).
- CarTow-Initiated: Accounts may be suspended/terminated for:
 - Violation of Terms (e.g., fraud, harassment).
 - Inactivity for 6 months (with 30-day notice).
 - Legal or regulatory requirements.
 - Suspended users receive a reason and appeal instructions via email.

9. Governing Law

- These Terms are governed by UAE law, with disputes resolved in Dubai courts. Users must comply with UAE regulations, including road safety and data protection laws.

10. Updates to Terms

- Updates reflect legal, operational, or feature changes. Significant updates notified via in-app messages, email, or push alerts (30 days' notice). Continued use constitutes acceptance of updated Terms.

11. Contact Us

Email: support@cartow.ae (support), info@cartow.ae (partnerships)

In-App: Profile > Support

Full Terms & Conditions available in Profile > Legal or at cartow.ae/terms.

Commitment to Excellence

CarTow is more than an app—it's a promise to deliver peace of mind when you need it most. By blending innovative technology with a customer-centric approach, we aim to make every tow experience seamless, secure, and stress-free. Join thousands of satisfied users and trusted captains in transforming the UAE's towing landscape. Download CarTow today and drive with confidence!