

Air12 Terms

Terms governing access to and use of the Air12 platform

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1. About Air12 and these Terms

- 1.1** Air12 is a business logistics platform operated by ASCRIBE ATTRIBUTION SYSTEMS PRIVATE LIMITED. These Terms govern access to the Air12 website, application, communications and related platform services.
- 1.2** Air12 is intended for business use. By creating or using an account, the user confirms that the user is legally capable of acting for the relevant business and will use Air12 only for lawful business purposes.
- 1.3** Shipment services are additionally governed by the accepted Air12 Sender Agreement, the relevant Quote, the Shipment Confirmation and Commercial Record, and the applicable public Policies.

2. Accounts and authorised use

- 2.1** Users shall provide accurate information, maintain the confidentiality of credentials and immediately report suspected unauthorised access. A user shall not share credentials, impersonate another person, interfere with authentication or attempt to obtain access beyond the user's role and permissions.
- 2.2** A business is responsible for identifying its authorised users and for promptly deactivating or replacing access that should no longer remain active.
- 2.3** Air12 may suspend or restrict access where reasonably necessary to protect security, investigate misuse, comply with law or prevent material operational harm.

3. Acceptable use

- 3.1** Use the platform only for lawful shipments, genuine business records and authorised operational activities.
- 3.2** Do not upload malicious code, attempt to bypass security, probe the platform, scrape data without permission or disrupt availability.
- 3.3** Do not submit false, misleading, infringing, unlawful or unauthorised information, documents or content.
- 3.4** Do not use the platform to ship prohibited goods, evade taxes, misstate value or identity, or facilitate fraud or unlawful trade.
- 3.5** Do not copy, reverse engineer, modify, resell or exploit the software except to the limited extent permitted by mandatory law.

4. Platform availability and changes

- 4.1** Air12 may maintain, update or modify the platform and may temporarily suspend access for maintenance, security, legal or operational reasons. Air12 will use reasonable efforts to minimise material disruption but does not guarantee uninterrupted or error-free availability.
- 4.2** Certain functions depend on third-party services including authentication, cloud hosting, payment, email, OCR, maps, airlines and insurers. Their availability and performance may affect the platform.

5. User content and records

- 5.1** The user retains ownership of information and documents lawfully provided to Air12. The user grants Air12 a limited right to host, process, reproduce and share that content as necessary to provide the service, comply with law, maintain records and protect legal rights.

5.2 The user warrants that the user has authority to provide information concerning the Sender, Receiver, employees, representatives and Goods and that the information does not infringe third-party rights.

6. Intellectual property

6.1 The Air12 name, branding, software, interface, text, templates, databases and platform materials are owned by or licensed to Air12. No intellectual-property right is transferred to the user.

6.2 Air12 grants authorised users a limited, revocable, non-exclusive and non-transferable right to use the platform for the relevant business relationship, subject to these Terms.

7. Confidentiality

7.1 A user shall protect non-public commercial, operational, security and technical information obtained through Air12 and shall use it only for the authorised business purpose. This obligation does not apply to information lawfully public, independently developed or required to be disclosed by law.

8. Privacy and communications

8.1 Air12 processes personal data in accordance with the Privacy Policy. Users shall ensure that contact details remain current and that they have lawful authority to provide third-party personal data.

8.2 Air12 may send account, security, legal, payment and Shipment communications through the platform, email or mobile contact details associated with the account or Shipment.

9. Disclaimers and liability for platform use

9.1 To the maximum extent permitted by law, the platform is provided on an "as available" basis. Air12 does not warrant that every function will be uninterrupted, error-free or suitable for every business purpose.

9.2 Liability relating to a Shipment is governed by the Air12 Sender Agreement and applicable law. Air12 is not liable under these Terms for indirect, consequential, special or punitive loss arising solely from platform access or unavailability, except where such exclusion is prohibited by law.

10. Termination

10.1 A user may stop using Air12 at any time. Air12 may suspend or terminate access for breach, unlawful activity, security risk, non-payment or regulatory direction. Termination does not affect accepted Shipments, accrued obligations, retained records or provisions intended to survive.

11. General

11.1 These Terms are governed by the laws of India. The courts at Mumbai, Maharashtra have exclusive jurisdiction, subject to any mandatory forum that applicable law does not permit the parties to exclude.

11.2 If a provision is invalid or unenforceable, it shall be modified to the minimum extent necessary or severed, and the remaining provisions continue in effect. Failure to enforce a provision is not a waiver.

11.3 A revised version becomes effective when published and applies prospectively. Questions or notices may be sent to info@air12.in.