

TERMS AND CONDITIONS

Please read the following terms and conditions carefully before registering on, accessing, browsing, using the goBoB platform, and all associated sites linked to goBoB mobile application or any similar platform on any device and/or before availing any services offered by goBoB which may include services such as recharge or bill payment, or any other services that may be offered by goBoB. For avoidance of doubt, it is clarified that these terms and conditions shall apply to all goBoB services and its affiliates.

By registering on, accessing, browsing, using the goBoB platform for any general purpose or for the specific purpose of availing any goBoB services, you agree to bind by terms and conditions set forth below.

1. Each user can set up only one user account. The user obliges to provide correct and complete information during the registration.
2. The login data is intended solely for personal use by the user and therefore always to be kept secret and safe. customer shall immediately notify goBoB support team, if the confidentiality of pin is compromised.
3. Customer shall fill goBoB change request form and send to goBoB support team for the cancellation/deactivation of the account.
4. goBoB will remain indemnified against any unauthorized transaction due to knowingly or unknowingly sharing of T-PIN with any third party through any mediums whatsoever.
5. If the user is willing to change registered mobile number for the wallet, he/she must ensure that wallet doesn't hold any balances before closing the wallet account and should inform goBoB support team.
6. Accepting or agreeing to the terms and conditions will constitute a legal contract between you, being at least 10 years of age at the time of registration.
7. You shall not impersonate any person or entity, or falsely state or otherwise misrepresent your identity, age or affiliation with any person or entity.
8. goBoB may make changes to any goBoB services offered on the goBoB platform, or to the applicable terms for any such goBoB services, at any time, without notice.
9. You must understand that goBoB cannot and does not guarantee or warrant that files available for download through goBoB platform will be free of virus, worms or other code that may be damaging. You are solely responsible for implementing procedure to meet the requirement of internet security.

10. You must not interfere or disrupt the goBoB platform or networks connected to the goBoB platform for which the customer shall be liable for Tampering with computer materials under section 472 of Penal code of Bhutan.
11. You must not sell the goBoB services, information, or associated software derived from it, the customer with unlawful possession shall be liable for unlawful possession of computer materials under section 474 of the penal code of Bhutan.
12. You must not use the goBoB services in a manner that results or may result in complaints, disputes, charge backs, fees, penalties and other liability to goBoB, third party or you.
13. You agree that goBoB, in its sole discretion, for any or no reason and without penalty, may suspend or terminate your account.
14. You agree to indemnify goBoB and its affiliates from any claims. Losses, damages and liabilities including legal fees and expenses arising out of your misuse of goBoB services or violation of agreements herein.
15. If user is non-resident, user shall use the platform only during his/her stay in the country .
16. goBoB reserves the right to specify/modify charges for various facilities/ transactions available in goBoB and to debit the charges from your wallet account at periodic intervals.
17. Wallet balances are not subject to earn interest.
18. If any disputes arise in relation to any goBoB services, parties shall use best effort to settle the dispute through amicable means. Any dispute unsettled, the parties can refer the matter for adjudication in a court of competent Jurisdiction, Royal Court of Justice, Thimphu