

Terms & Conditions

Version 1.0 · Effective 5 October 2026

These Terms & Conditions ("**Terms**") govern your use of the Mole mobile application, the website at app.moleedtech.com, and related services (together, the "**Platform**"), operated by **Mole Edtech Private Limited** ("**Mole**", "**we**", "**us**"), with its registered office at **Unit No. 11, Bldg P5, Sector-5 MLCP Retail Shop, Khoni, Kalyan, Thane 421204, Maharashtra, India**.

By creating an account, ticking "I agree", or using the Platform, you accept these Terms and our [Privacy Policy](#). If you do not agree, do not use the Platform.

1. What Mole is

1.1 Mole is an online **marketplace** that lets students ("**Students**") discover and book live, one-to-one video learning sessions ("**Sessions**") with independent tutors ("**Educators**").

1.2 Educators are **independent service providers**, not employees or agents of Mole. Educators decide what they teach, their availability and, within Platform limits, their prices. Mole provides the technology, payments and support. Mole acts as an intermediary and is not a party to the teaching services between Student and Educator, except as described in these Terms.

1.3 Mole does not guarantee any academic result, grade or exam outcome.

2. Eligibility and accounts

2.1 **Students under 18**. A person under 18 may use the Platform only with the consent and supervision of a parent or lawful guardian. The parent or guardian accepts these Terms on the minor's behalf and is responsible for the minor's use of the Platform, including payments.

2.2 **Educators** must be at least **18 years old** and legally able to enter into a contract in India.

2.3 You sign in with your mobile number and a one-time password (OTP). You are responsible for keeping access to your phone and account secure, and for all activity under your account. Tell us immediately at moleedtech@gmail.com if you suspect unauthorised use.

2.4 You must give accurate, current information and keep it up to date. One person may hold only one account per role.

3. Educators

3.1 Verification. Before teaching, Educators must submit identity and qualification documents and pass Mole's review. Mole may approve, reject or suspend an Educator at its discretion. Verification is a safety measure, not a guarantee of an Educator's quality.

3.2 Conduct. Educators must:

- teach honestly and professionally, and be on time for every confirmed Session;
- keep their availability, rates and profile accurate;
- behave appropriately with all Students, **especially minors**: no requests for personal contact details, no private contact outside the Platform, no inappropriate content or behaviour of any kind;
- not record, copy or share Session content outside the Platform.

3.3 Fees and payouts. For each completed Session, the Educator earns the Session price **less Mole's platform commission** (currently **10%**, shown in the Educator app) and less any applicable penalties (for example for late joining or no-shows, as shown in the app). Earnings accrue to the Educator's payout balance and are paid periodically to the registered bank account once the balance reaches the minimum payout amount shown in the app.

3.4 Taxes. Educators are responsible for their own income tax and, where applicable, GST on their earnings. Mole may deduct tax at source where the law requires.

4. Booking Sessions

4.1 Scheduled bookings. A Student picks an Educator, topic, time slot and duration (minimum durations apply). The Educator accepts or declines. After the Educator accepts, the Student pays to confirm the booking. A booking is **confirmed only when payment succeeds**.

4.2 Instant ("Live now") bookings. Students may request a Session with an Educator who is currently online. If the Educator does not accept within the time shown in the app, the request lapses and the Student is not charged.

4.3 Session extensions. During a Session, a Student may request an extension. If the Educator agrees and the Student pays, the Session is extended.

4.4 Ending a Session. A Session is completed through the in-app end-of-Session confirmation, or automatically after its scheduled end.

4.5 Educator no-show. If an Educator does not join a confirmed Session within **15 minutes** of the start time, Mole may offer the Student a replacement Educator. If no replacement is accepted, the Student is refunded as described in Section 6.

5. Prices and payments

5.1 Prices are shown in Indian Rupees (INR) before you pay and include applicable taxes unless stated otherwise. Prices may vary by Educator, duration and region.

5.2 Payments are processed by our payment partner **Razorpay** (UPI, cards, net banking and other supported methods). Your payment is also subject to Razorpay's terms. Mole does not store your card or UPI credentials.

5.3 You may use your **Mole wallet** balance to pay for all or part of a booking, subject to any limits shown in the app.

5.4 All payments for Sessions must be made **through the Platform**. Paying an Educator directly, or arranging Sessions off-Platform with someone you met on Mole, is prohibited and may lead to account suspension.

6. Cancellations, refunds and disputes

6.1 **Before the Educator accepts** or before you pay, you may cancel a request at no cost.

6.2 **Student cancellation of a confirmed booking.** You may cancel a confirmed booking up to **1 hour** before the scheduled start time. The amount paid is refunded **as Mole wallet credit**, usable for future bookings. Cancellations within 1 hour of the start time are not allowed and are not refunded, except as decided under Section 6.4.

6.3 **Educator cancellation or no-show.** If an Educator cancels a confirmed booking or does not attend and no replacement is provided, the Student receives a **full refund as Mole wallet credit**, or, on request to moleedtech@gmail.com, to the original payment method.

6.4 **Disputes.** If something went wrong with a Session (technical failure, Educator misconduct, Session not delivered as booked), you can raise a dispute in the app **within 24 hours** of the Session. Mole will review the dispute, which may include the Session recording and chat, and may at its discretion issue a full or partial refund or credit. Mole's decision on a dispute is final as between the parties on the Platform, without affecting your statutory rights.

7. Wallet, credits, Mole Coins and referrals

7.1 The **Mole wallet** holds refunds, promotional credits and rewards. Wallet balance can be used **only for Sessions on the Platform**. It is not a bank account, earns no interest, and **cannot be withdrawn as cash or transferred**, except where the law requires or as provided in Section 6.3.

7.2 **Promotional credits** (for example welcome or referral credits) and **Mole Coins** have **no cash value**, may carry expiry dates, and may be subject to a per-booking usage cap (currently up to

10% of the booking value), all as shown in the app.

7.3 Quiz rewards. After a Session, a Student may attempt the Educator's quiz once. Rewards are credited only as described in the app (for example for a perfect score).

7.4 Referrals. Referral rewards are credited when the conditions shown in the app are met. Fake accounts, self-referrals or any abuse of credits, coins or referrals will result in forfeiture of rewards and possible suspension.

7.5 Mole may change, suspend or end promotional programmes at any time. Credits already granted will be honoured until they expire, unless obtained through abuse.

8. Session recordings and conduct

8.1 Recording. Sessions may be **recorded** (audio, video, screen share and chat) for the Student's review, quality, safety and dispute resolution. By joining a Session, Students (or their parent or guardian) and Educators consent to recording. Recordings are kept for a limited period (see the [Privacy Policy](#)).

8.2 Recordings and Session materials are for the **personal, non-commercial learning use** of the Student and the Educator only. Downloading, re-recording, sharing or publishing them outside the Platform is prohibited.

8.3 Prohibited conduct. You must not:

- harass, abuse, threaten, bully or discriminate against anyone;
- share or request sexual, obscene, violent or otherwise unlawful content;
- contact minors for any purpose other than the booked Session;
- impersonate anyone or provide false documents;
- help anyone cheat in an exam or assessment while it is being conducted;
- attempt to hack, overload, scrape or reverse-engineer the Platform;
- use the Platform for any unlawful purpose or in breach of these Terms.

8.4 Report any concern through the in-app report or dispute option, or to moleedtech@gmail.com. In an emergency involving a child's safety, contact the police (112) or Childline (1098).

9. Ratings, reviews and content

9.1 Students may rate and review Educators after a Session. Reviews must be honest and relevant, and must not contain abusive, defamatory or personal information. Mole may remove reviews that break these rules.

9.2 You keep ownership of content you upload, such as profile information, demo clips and teaching materials. You give Mole a non-exclusive, royalty-free licence to host, display and process it as needed to operate and promote the Platform.

9.3 The Mole name, logo, app and website, and all related software and content (other than user content), belong to Mole and are protected by intellectual-property law.

10. Suspension and termination

10.1 You may stop using the Platform and request account deletion at any time (see the Privacy Policy).

10.2 Mole may suspend or terminate your account, withhold payouts pending investigation, or remove content if you breach these Terms, if required by law, or to protect users, especially minors. Where reasonable, we will tell you the reason.

10.3 On termination, unused promotional credits and coins lapse. Refund credits and Educator earnings are handled in accordance with these Terms and applicable law.

11. Disclaimers

11.1 The Platform is provided "**as is**" and "**as available**". We work to keep it running smoothly, but we do not guarantee that it will be uninterrupted or error-free. Session quality depends on your internet connection and device.

11.2 Educators are independent. Mole does not endorse and is not responsible for the accuracy or quality of any Educator's teaching, advice or materials.

12. Limitation of liability

To the maximum extent permitted by law, Mole's total liability to you for any claim arising out of the Platform or these Terms is limited to **the amount you paid to Mole for the Session(s) giving rise to the claim in the 3 months before the claim**. Mole is not liable for indirect, incidental or consequential losses. Nothing in these Terms limits liability that cannot be limited under Indian law.

13. Indemnity

You agree to indemnify Mole against claims, losses and expenses (including reasonable legal fees) arising from your breach of these Terms, your misuse of the Platform, or your violation of

any law or third-party right.

14. Governing law and disputes

These Terms are governed by the laws of **India**. Subject to applicable consumer-protection law, the courts at **Thane, Maharashtra, India** have exclusive jurisdiction. Before going to court, please contact our Grievance Officer so we can try to resolve the issue.

15. Changes to these Terms

We may update these Terms from time to time. The version and effective date at the top show the latest version. For material changes, we will notify you in the app and may ask you to accept the new Terms before you continue using the Platform.

16. Grievance Officer and contact

- **Grievance Officer:** moleedtech@gmail.com
- **Address:** Grievance Officer, Mole Edtech Private Limited, Unit No. 11, Bldg P5, Sector-5 MLCP Retail Shop, Khoni, Kalyan, Thane 421204, Maharashtra, India

Complaints are acknowledged within **24 hours** and resolved within **15 days** of receipt.

General support: moleedtech@gmail.com