

MASTER SERVICE AGREEMENT

TRACEBAG™

By Pruway HealthCare Pvt Ltd

1. PREAMBLE

This Master Service Agreement ("Agreement") is entered into between **Pruway HealthCare Pvt Ltd**, operating and marketing its travel baggage assistance services under the brand name **TraceBag™** (hereinafter referred to as the "Company", "TraceBag", "Service Provider", "we", "our" or "us"), and the individual customer, traveller, corporate client, travel agent, airline partner, airport partner, online travel agency, or any other authorized purchaser of the TraceBag services (hereinafter referred to as the "Customer", "Member", "Passenger", "Client" or "User").

This Agreement becomes effective immediately upon successful purchase, registration, activation, or use of any TraceBag product or service through the Company's website, mobile application, authorized travel agents, airline partners, airport partners, online booking platforms, corporate channels, or any other officially approved sales channel.

By purchasing, activating, or using any TraceBag service, the Customer acknowledges that they have carefully read, understood, and voluntarily accepted all terms, conditions, obligations, limitations, exclusions, and privacy practices contained in this Agreement.

This Agreement governs the relationship between the Company and the Customer regarding baggage assistance, baggage recovery coordination, delayed baggage support, lost baggage assistance, claim guidance, travel assistance, and all related services offered under the TraceBag brand.

2. PURPOSE OF THIS AGREEMENT

The primary purpose of this Agreement is to define the rights, responsibilities, obligations, limitations, and operational procedures governing the TraceBag baggage assistance services.

TraceBag is a travel assistance platform designed to support travellers in the event of delayed, mishandled, or lost checked baggage during domestic or international air travel. TraceBag provides professional coordination, tracking assistance, airline communication support, documentation guidance, and customer assistance intended to improve the recovery process of delayed baggage and assist customers in pursuing applicable airline compensation where eligible.

TraceBag is not an airline, airport operator, baggage handling company, courier service, customs authority, freight carrier, insurance company, or government agency. The Company does not physically transport, possess, or recover baggage. All baggage handling activities remain under the control and responsibility of

the respective airline, airport authorities, ground handling companies, customs officials, and other authorized entities.

The Company's role is limited to providing travel assistance, coordination, communication support, status monitoring, customer guidance, and related services as described in this Agreement.

3. DEFINITIONS

For the purposes of this Agreement, the following definitions shall apply:

"TraceBag" means the baggage assistance, baggage tracking support, recovery coordination, and travel assistance services operated by Pruway HealthCare Pvt Ltd.

"Company" means Pruway HealthCare Pvt Ltd and its authorized representatives, affiliates, employees, contractors, service partners, technology providers, and designated support personnel.

"Customer" or "Member" means any individual or organization that purchases, receives, activates, or uses TraceBag services.

"Passenger" means the traveller whose checked baggage is covered under an active TraceBag membership or service.

"Checked Baggage" means baggage accepted by an airline for transportation and identified through an official baggage tag issued during check-in.

"Delayed Baggage" means baggage that fails to arrive on the same flight as the passenger but is subsequently located and delivered by the airline.

"Lost Baggage" means checked baggage declared permanently lost by the operating airline under its applicable baggage policies or international aviation regulations.

"Property Irregularity Report (PIR)" means the official report issued by an airline or its authorized baggage handling agency recording a delayed, damaged, or missing baggage incident.

"Service Period" means the duration during which TraceBag provides assistance after receiving a valid service request together with all required information and supporting documents.

"Membership Plan" means the selected TraceBag service package purchased by the Customer, together with its corresponding benefits, limits, eligibility conditions, and service entitlements.

4. SCOPE OF SERVICES

Subject to the selected Membership Plan, TraceBag may provide one or more of the following services:

- Assistance in reporting delayed or lost baggage.
- Guidance for obtaining and completing a Property Irregularity Report (PIR).
- Communication support with participating airlines and airport baggage departments.
- Baggage tracking assistance using available airline information and industry systems accessible to the Company.
- Follow-up with airlines regarding baggage status and expected delivery.
- Assistance in collecting and organizing documents required for baggage-related claims.
- Guidance regarding passenger rights under applicable airline conditions of carriage and relevant international conventions.
- Customer notifications regarding updates received during the baggage recovery process.
- Compensation assistance subject to the terms, limits, and conditions of the selected TraceBag Membership Plan.
- Dedicated customer support through approved communication channels.
- Additional travel assistance services introduced by the Company from time to time.

The Company shall make commercially reasonable efforts to assist Customers in locating delayed baggage and facilitating communication with airlines. However, TraceBag does not guarantee baggage recovery, baggage delivery, airline response time, claim approval, or payment of compensation by any airline or third party.

Any compensation or service guarantee offered by TraceBag shall be governed exclusively by the terms of the Customer's selected Membership Plan and shall not be interpreted as an admission of liability for baggage loss or delay.

Nothing contained in this Agreement shall transfer responsibility for baggage transportation, baggage custody, baggage security, or airline obligations from the operating airline to TraceBag.

TRACEBAG™ MASTER SERVICE AGREEMENT

(Baggage Retrieval & Travel Assistance Services)

By Pruway HealthCare Pvt Ltd

5. BAGGAGE RETRIEVAL ASSISTANCE SERVICE

TraceBag is an independent travel assistance platform operated by Pruway HealthCare Pvt Ltd that provides baggage retrieval coordination and customer assistance services on a **best effort basis**. TraceBag is neither an airline, airport authority, baggage handling company, courier service, customs authority, insurance company, nor a logistics provider. The Company does not physically transport, store, recover, possess, or deliver passenger baggage.

Upon receiving a valid Mishandled Baggage Report ("MBR"), TraceBag shall use commercially reasonable efforts to coordinate with the concerned airline, airport baggage office, ground handling agency, and other relevant stakeholders to assist the Passenger in locating and facilitating the return of the Passenger's checked baggage. The assistance shall commence only after all required information and supporting documents have been received by TraceBag.

The Passenger acknowledges that baggage tracing, baggage handling, transportation, customs clearance, security inspection, airline investigations, and baggage delivery remain solely under the control and responsibility of the respective airline, airport operator, ground handling agency, customs authority, or other third-party service providers. TraceBag has no authority to direct, compel, or control any third party in relation to baggage retrieval.

Accordingly, TraceBag does not warrant, represent, or guarantee that any baggage will be located, recovered, returned, delivered, repaired, replaced, or compensated within any specified period. Any estimated timelines communicated by TraceBag are indicative only and shall not create any contractual obligation or guarantee of performance.

Communication Method

TraceBag operates primarily as an internet-based customer assistance service. All communications regarding baggage retrieval, document verification, claim assistance, status updates, service requests, and customer support shall be conducted through the registered email address provided by the Passenger unless otherwise communicated by the Company.

The Passenger is solely responsible for maintaining access to the registered email account and ensuring that emails from TraceBag are received, monitored, and responded to promptly. Failure to receive or respond to email communications due to incorrect email addresses, spam filters, mailbox limitations, internet outages, or any other technical issue shall not create any liability on the part of TraceBag.

Service Applicability

Each TraceBag service purchased shall apply only to the airline booking, itinerary, PNR, or airline confirmation number for which the service has been purchased.

Where multiple bookings are issued under separate airline confirmation numbers, separate TraceBag services shall be required unless otherwise specifically approved by TraceBag.

Travel agencies, corporate travel managers, online travel agencies (OTAs), travel management companies, and insurance partners may purchase TraceBag services on behalf of passengers. However, the Passenger shall remain bound by this Agreement irrespective of the purchasing channel.

TraceBag reserves the right to modify service eligibility, activation requirements, or operational procedures without prior notice whenever required for operational, regulatory, or technical reasons.

6. RESPONSIBILITIES OF THE PASSENGER

The Passenger agrees to fully cooperate with TraceBag throughout the baggage retrieval process.

Payment of the applicable TraceBag service fee shall constitute unconditional acceptance of this Agreement.

The Passenger shall provide complete, accurate, and truthful information while purchasing the service and while submitting a Mishandled Baggage Report. Incorrect passenger names, airline names, baggage tag numbers, flight details, booking references, contact information, travel dates, destination details, or any material information may delay processing or result in rejection of the service request.

The Passenger shall immediately notify the operating airline of any delayed or missing baggage and obtain an official Property Irregularity Report (PIR) or other airline-issued baggage reference before requesting assistance from TraceBag.

The Passenger shall provide copies of all documents reasonably requested by TraceBag, including but not limited to boarding passes, baggage tags, airline acknowledgements, baggage claim reports, identification documents, and any correspondence received from the airline.

Where TraceBag requests clarification or additional documentation, the Passenger shall respond within the time specified in the communication. Failure to provide the requested information may result in suspension or closure of the service request.

The Passenger shall purchase the TraceBag service prior to the scheduled departure of the first flight covered under the booking. Services purchased after baggage has already been reported missing or after travel has commenced may not be accepted.

TraceBag reserves the absolute right to refuse, suspend, or cancel any service request where fraudulent information, forged documents, duplicate claims, misuse of the service, abuse of staff, or intentional misrepresentation is suspected.

7. LIMITATION OF SERVICES

TraceBag provides assistance services only.

TraceBag does not insure baggage.

TraceBag does not compensate passengers for baggage loss.

TraceBag does not guarantee baggage recovery.

TraceBag does not guarantee airline compensation.

TraceBag does not guarantee delivery timelines.

TraceBag does not assume custody of baggage.

TraceBag shall not be responsible for any act, omission, negligence, delay, refusal, operational disruption, labour strike, customs inspection, airline policy, airport restriction, government order, technical failure, cyber incident, weather event, security screening, or any other circumstance beyond its reasonable control.

The Company's obligation is limited exclusively to providing professional assistance and coordination using commercially reasonable efforts.

8. THIRD-PARTY SERVICES

TraceBag relies upon information and operational support provided by airlines, airports, baggage handling companies, customs authorities, technology providers, courier companies, communication service providers, and other independent third parties.

The Company neither owns nor controls these organizations.

Accordingly, TraceBag shall not be liable for any delay, failure, negligence, inaccurate information, interruption of service, denial of access, system outage, baggage mishandling, customs seizure, airline refusal, baggage theft, baggage damage, delivery failure, compensation refusal, or any other act or omission attributable to any third party.

The Passenger expressly agrees that the performance of third-party organizations is outside the control of TraceBag and shall not constitute a breach of this Agreement.

9. ADDITIONAL TERMS

This Agreement applies exclusively to checked baggage accepted by an airline and issued with a valid baggage tag.

Carry-on baggage, personal belongings not checked with the airline, cargo shipments, postal parcels, commercial freight, or untagged baggage are excluded from TraceBag services.

Where baggage has already been delivered, returned, located, or recovered by the airline before TraceBag receives a valid service request, the Company's obligations shall automatically cease.

TraceBag shall not investigate theft, baggage damage, customs confiscation, prohibited articles, airline security issues, or claims relating to baggage contents.

TraceBag may immediately terminate any service if fraudulent activity, duplicate claims, false documentation, misuse of the platform, or criminal conduct is detected.

The Company may revise operational procedures, documentation requirements, communication methods, or service processes from time to time without affecting the validity of this Agreement.

10. DISCLAIMER

TraceBag is a travel assistance service and not an insurance company, airline, airport authority, baggage handling operator, courier company, logistics company, or legal representative.

All services are provided strictly on a **"Best Effort Basis."**

Nothing contained in this Agreement shall be interpreted as a guarantee, warranty, promise, or assurance that baggage will be recovered, delivered, repaired, replaced, or compensated.

The Passenger acknowledges that final decisions relating to baggage location, airline liability, baggage compensation, reimbursement, and baggage delivery remain solely with the relevant airline and other competent third-party authorities.

The maximum obligation of TraceBag under this Agreement is limited to providing reasonable coordination and assistance in accordance with the selected service plan.