

Dispute Resolution Agreement, Procedure & Policy

This policy sets out the agreement and process to be followed in cases of arbitration initiated between **OLX** (Sobek Auto India Private Limited) and the **vehicle seller**, or **OLX** (Sobek Auto India Private Limited) and the **vehicle buyer** (dealer), as the case may be, pursuant to the binding arbitration agreement between them under the user acceptance form, the dealer acceptance form, or this policy, as applicable. The arbitration will be conducted as a fast track arbitration (as contemplated under section 29B of the Arbitration and Conciliation Act, 1996) through **Sama**, an independent Electronic-Alternate Dispute Resolution (E-ADR) Institution, recognized by Ministry of Law and Justice, Government of India, which will conduct the arbitration proceedings remotely on the Online Dispute Resolution (ODR) platform available at (<https://www.sama.live/>)

All disputes and claims arising out of or in connection with the aforesaid contract(s)/agreement(s) shall be resolved through arbitration in accordance with the Arbitration and Conciliation Act, 1996 through the online institutional arbitration, namely, Sama, an independent Electronic-Alternate Dispute Resolution (E-ADR) Institution that will conduct the arbitration proceedings remotely on its Online Dispute Resolution (ODR) platform available at <https://www.sama.live/> in accordance with the Sama Rules of Arbitration (https://www.sama.live/rules_and_procedures.php), as per the detailed terms contained herein which is displayed and available at <https://www.olx.in/olxautos/policy/> to all the aforesaid users of OLX's services and web facilities. The seat, venue and place of arbitration shall be New Delhi.

S. No.	Procedure to be followed	Timelines
1.	Invoking arbitration	Either party can invite the other party for arbitration by sending a notice to arbitrate via the Sama website (https://www.sama.live/login-form.php) and parallelly on its own to the other party via email on the address provided by the party in the KYC documents. Parties agree that serving notice as above will constitute a valid notice.
2.	Appointment of Arbitrator	Sama , an independent Electronic-Alternate Dispute Resolution (E-ADR) Institution recognized by Ministry of Law and Justice, Government of India, will conduct the arbitration proceedings remotely on the Online Dispute Resolution (ODR) platform available at (https://www.sama.live/). The arbitration tribunal shall consist of a sole arbitrator

		appointed in accordance with the Sama Arbitration Rules available at https://www.sama.live/rules_and_procedures.php). The seat, venue and place of the arbitration proceedings shall be deemed to be New Delhi. All arbitration proceedings shall be conducted in the English language. Any award of such arbitration tribunal shall be final and binding on the parties
3.	Process	Fast Track Arbitration shall mean an arbitration proceeding where Parties confirm that the arbitration process shall be preferably conducted only through written submissions of documentation, pleadings, evidence and arguments and without any oral hearings through the Sama ODR platform.
4.	Submissions-Pleadings and Evidence	All evidence will be administered through e-filing of documents along with the relevant pleadings on the Sama ODR platform. Statement of claims, Statement of defense, Counterclaims, rejoinders, applications and any other pleadings and evidence shall be submitted according to the dates provided in the Sama Arbitration Rules.
5.	Passing the award	The arbitrator upon notification of all documentation shall through the Sama ODR platform, will review the documentation which would include all written arguments and pass necessary award within 15 Business Days of notification of all evidence and documentation.
6.	Duration	The full process will be completed within 90 days.