

TERMS & CONDITIONS for the RFID Sticker Tag (Windshield and Headlamp types)

Please read the following terms and conditions carefully; they shall form part of the RFID sticker tag application.

The ETC system supporting the RFID sticker tag can be used at designated lanes of the CAVITEX.

Definition of terms:

- a. **EasyDrive RFID sticker tag:** a small, self-contained communication device which is mounted in the subscriber's vehicle to enable radio frequency communication with the ETC system. It is programmed with specific customer account information which is read by an antenna mounted at the toll plaza.
- b. **RFID sticker tag lane:** a lane for Class 1 vehicles using RFID sticker tag. By using this lane (EasyDrive), the required toll is deducted from the subscriber's account balance electronically.
- c. **Easytrip/CAVITEX Customer Service Center/POS:** The CAVITEX CS Center is located before the Parañaque Toll Plaza (Northbound and Southbound) and at the EasyDrive office, Caltex Pamplona III, Alabang-Zapote Road, Las Piñas City where motorists can apply for an RFID sticker tag account. These are also where motorists can reload their EasyDrive accounts; the center also entertains queries and concerns regarding their travels at CAVITEX.
- d. **Replenishment Threshold:** The minimum balance of the subscriber's EasyDrive account is currently set at P100.00.

The EasyDrive RFID Sticker Tag:

1. Exclusive to Class 1 vehicles.
2. The account comes with one (1) RFID sticker tag and it is non-transferable.
3. Toll charges are deducted from the account everytime the sticker tag is used.
4. In opening an EasyDrive account, the vehicle should first pass both fitment and frequency tests. The subscriber shall also ensure that the account has sufficient balance or load. Failure to maintain sufficient balance may impede subscriber's access through the designated lanes. CAVITEX management and/or its affiliates will not be held liable for any damage or delay caused by the subscriber's failure to maintain sufficient balance in his EasyDrive account.
5. The use of EasyDrive RFID sticker tag shall be limited to the designated toll lanes at the CAVITEX toll plazas.
6. If the sticker tag is defective or unreadable, the subscriber must present their Barcode Card to the teller to swipe. If Barcode Card is also unreadable, customer shall pay in cash and proceed to Customer Service for replacement if within warranty.
7. If the subscriber's Class 1 vehicle exceeds the defined specifications (i.e. the vehicle has a trailer, or a top cargo load), the subscriber will not be allowed at the designated RFID sticker tag lane and will be asked to pay in cash.
8. Lost or stolen EasyDrive RFID sticker tag and/or Barcode Card should be reported immediately to Customer Service at (02) 555.7575. The subscriber should submit an affidavit of loss or police report to document such loss. The subscriber shall continue to be responsible and liable for the unauthorized use of the sticker tag and/or Barcode Card until the time the loss is reported.
9. Reloading: Customer must provide his/her 12-digit Easytrip account number to process a reload.
10. Fees such as toll and other additional service fees and reloading option fees are authorized by the account holder and are automatically deducted from the account or as it may deem applicable by Easytrip.
11. The customer must, at all times, follow all traffic rules and regulations imposed at CAVITEX.
12. Easytrip may blacklist an account by its own discretion such as, but not limited to misuse.

Warranty

The RFID Sticker Tag/Barcode Card has a warranty period of one (1) year from the date of purchase and may be replaced provided that there is no physical damage to the sticker tag/card.

Replacement Policy

An RFID Sticker Tag/Barcode Card may be replaced for free only for valid reasons and if the sticker tag is still under warranty. The tag will be subjected to physical and system check. If the sticker tag/Barcode Card is unreadable in the system and there is no visible damage, a replacement will be provided and the tag balance will remain on his account. If the tag/card has physical damage, replacement will not be granted and the customer will be advised to buy a new RFID Sticker Tag/Barcode Card. Refund will not be given for the tag/card cost in case a customer wants to return the sticker tag with invalid reasons.

Suspension and Termination of Account

In cases where the sticker/card is beyond warranty and the customer wishes to terminate the account, only the tag balance can be refunded within 7 day/s upon submission of termination letter, provided that the subscriber submits the request letter to Customer Service and is subject for approval.

Complaints

Any complaints related to a particular RFID sticker tag transaction shall be filed in writing with Easytrip only within thirty (30) days from the date of the transaction. If the complaint is meritorious, Easytrip and its affiliate/s shall refund the amount in question.

I read, understood and agree to the terms and condition of RFID sticker tag account. I understand that the above terms and conditions may be amended from time to time and agree to be bounded by the said amendments.

Complete Name (Please write in print) : _____

Signature : _____

Date : _____

Subscription No.	
Account No.	
Tag Serial No.	