

## **URBEE - Terms and Conditions**

**Effective Date: 1-8-2024**

Welcome to URBEE, a platform designed to connect Users with qualified Service Providers for a variety of home services. By accessing or using the URBEE app ("App") or website ("Site"), you agree to comply with and be bound by these Terms and Conditions ("Terms"). These Terms govern your access to and use of the URBEE platform, including any content, functionality, and services offered on or through the App or Site.

Please read these Terms carefully. If you do not agree with these Terms, you must not use the App or Site.

### **1. Acceptance of Terms**

By registering for, accessing, or using the URBEE platform, you accept and agree to be bound by these Terms. This agreement constitutes a legally binding contract between you and URBEE. If you are using the platform on behalf of a company or other legal entity, you represent that you have the authority to bind such entity to these Terms.

### **2. Eligibility**

#### **2.1 Users:**

- To use URBEE as a User, you must be at least 18 years old and legally capable of entering into a binding contract.
- By using the platform, you represent and warrant that you meet these eligibility requirements.

#### **2.2 Service Providers:**

- Service Providers must be legally authorized to provide the services they offer through URBEE and must comply with all applicable laws, regulations, and industry standards.
- By registering as a Service Provider, you warrant that you have the necessary licenses, qualifications, and certifications to offer your services.

### **3. Account Registration**

#### **3.1 Creating an Account:**

- Both Users and Service Providers must register and create an account to use the URBEE platform. You must provide accurate and complete information during the registration process.
- You agree to maintain and promptly update your account information to keep it accurate, current, and complete.

#### **3.2 Account Security:**

- You are responsible for maintaining the confidentiality of your account login details and for all activities that occur under your account.
- You agree to notify URBEE immediately of any unauthorized use of your account or any other security breach.

#### **3.3 Multiple Accounts:**

- You may not create multiple accounts for deceptive or fraudulent purposes. Each individual or entity is limited to one User account and/or one Service Provider account unless authorized by URBEE.

### **4. Use of the Platform**

#### **4.1 For Users:**

- Users may use the platform to browse, request, and schedule home services from Service Providers.
- Users must provide accurate details about the service required and ensure the service location is accessible and suitable for the Service Provider.

#### **4.2 For Service Providers:**

- Service Providers may use the platform to offer their services, accept requests, and complete jobs for Users.
- Service Providers must accurately describe their services, availability, and pricing.

#### **4.3 Prohibited Uses:**

- You agree not to misuse the platform by engaging in any illegal, unauthorized, or unethical activities, including but not limited to:
  - Providing false or misleading information.
  - Harassing or abusing other users.
  - Uploading content that is unlawful, defamatory, or violates the rights of others.
  - Attempting to interfere with or disrupt the platform.

### **5. Service Requests and Payments**

#### **5.1 Service Requests:**

- Users can submit service requests through the URBEE platform. Service Providers have the discretion to accept or decline requests based on their availability and expertise.
- Once a service request is accepted by a Service Provider, a binding agreement is formed between the User and the Service Provider.

#### **5.2 Payments:**

- Payments for services must be made through the URBEE platform using the available payment methods.
- Users agree to pay the total amount specified for the services, including any applicable fees and taxes.
- Service Providers agree to receive payments through URBEE, which may deduct service fees before remitting the balance to the Service Provider.

#### **5.3 Cancellations and Refunds:**

- Users may cancel service requests according to URBEE's cancellation policy, which will be provided at the time of booking.
- Refunds for canceled services will be processed according to the refund policy, with any fees and credits applied accordingly.

### **6. User and Service Provider Conduct**

#### **6.1 User Conduct:**

- Users must treat Service Providers with respect and ensure that the service location is safe and prepared for the requested service.

- Users are responsible for paying for all services requested and must adhere to the agreed-upon terms with the Service Provider.

#### **6.2 Service Provider Conduct:**

- Service Providers must perform services in a professional and timely manner, in accordance with the description provided and the User's requirements.
- Service Providers are responsible for bringing their own tools and materials needed to complete the job.

### **7. Ratings, Reviews, and Feedback**

#### **7.1 For Users:**

- After a service is completed, Users can rate and review the Service Provider. Reviews must be honest and based on the User's actual experience.
- Inappropriate or fraudulent reviews are prohibited and may result in account suspension.

#### **7.2 For Service Providers:**

- Service Providers may also rate and provide feedback on Users. This feedback should be constructive and professional.

#### **7.3 Moderation:**

- URBEE reserves the right to remove or edit ratings, reviews, or feedback that violate these Terms or are deemed inappropriate.

### **8. Aadhar Verification and Background Checks**

#### **8.1 Service Provider Verification:**

- URBEE requires Service Providers to complete Aadhar verification and other KYC (Know Your Customer) procedures to ensure their identity and qualifications.
- Service Providers consent to URBEE conducting background checks and sharing verification status with Users.

#### **8.2 User Verification:**

- Users may also undergo Aadhar verification to enhance security on the platform. Verified Users may have a badge displayed on their profile.

### **9. Intellectual Property**

#### **9.1 URBEE's Intellectual Property:**

- All content, trademarks, and intellectual property on the URBEE platform are owned by URBEE or licensed to us. You may not use or reproduce any content from the platform without our permission.

#### **9.2 User and Service Provider Content:**

- By submitting content to the platform, you grant URBEE a license to use, reproduce, and distribute that content in connection with the operation of the platform.

### **10. Limitation of Liability**

#### **10.1 No Warranty:**

- URBEE provides the platform "as is" without warranties of any kind, either express or implied. We do not guarantee the platform will be error-free, secure, or uninterrupted.

#### 10.2 Limitation of Damages:

- URBEE is not liable for any indirect, incidental, or consequential damages arising out of or in connection with your use of the platform.

#### 10.3 Service Provider Responsibility:

- Service Providers are solely responsible for the services they provide. URBEE is not liable for any damages or losses resulting from the services provided by Service Providers.

### 11. Dispute Resolution

#### 11.1 Governing Law:

- These Terms are governed by the laws of Indian Government.

#### 11.2 Informal Resolution:

- If a dispute arises, the parties agree to first attempt to resolve it informally by contacting URBEE customer support.

#### 11.3 Arbitration:

- If the dispute cannot be resolved informally, it will be resolved through binding arbitration in Indian Government.

#### 11.4 Class Action Waiver:

- Disputes will be resolved on an individual basis, and you agree not to participate in any class action or representative proceeding.

### 12. Termination

#### 12.1 By URBEE:

- URBEE may terminate your access to the platform at any time, with or without notice, if you violate these Terms.

#### 12.2 By You:

- You may terminate your account at any time by following the instructions on the platform.

#### 12.3 Survival of Terms:

- Provisions related to intellectual property, limitation of liability, and dispute resolution will survive the termination of these Terms.

### 13. Amendments

- URBEE may update these Terms from time to time. We will notify you of any material changes, and your continued use of the platform after such changes constitutes your acceptance of the new Terms.

### 14. Miscellaneous

#### 14.1 Entire Agreement:

- These Terms, along with the Privacy Policy, constitute the entire agreement between you and URBEE regarding your use of the platform.

#### **14.2 Severability:**

- If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will remain in effect.

#### **14.3 Waiver:**

- Failure by URBEE to enforce any right or provision in these Terms does not constitute a waiver of such rights or provisions.

#### **14.4 Assignment:**

- You may not assign these Terms without our prior written consent. URBEE may assign these Terms without restriction.

#### **15. Contact Information**

If you have any questions about these Terms, please contact URBEE at:

- Email: [urbeehomeservices@gmail.com](mailto:urbeehomeservices@gmail.com)
- Phone: +91 7092064493
- Mailing Address: URBEE HOME SERVICES PRIVATE LIMITED  
NEAR, RAMACHANDRAN HOSPITAL, Neyveli , Cuddalore- 607802, Tamil Nadu.