

TERMS & CONDITIONS

Effective Date: July 25, 2026

These Terms & Conditions (“Terms”) constitute a legally binding agreement between you and **DashHands, Inc.** (“DashHands,” “Company,” “we,” “our,” or “us”) governing your access to and use of the DashHands website, mobile application, and all related products, services, communications, and technology platform (collectively, the “Platform”).

By accessing, registering for, downloading, or using the Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms and our Privacy Policy. If you do not agree with these Terms, you must immediately discontinue use of the Platform.

1. Company Information

DashHands, Inc.

265 N 7TH STREET

P.O. Box 70

COLTON, CA 92324-2952

United States

Email: support@dashhands.com

2. About DashHands

DashHands is a technology platform designed to connect individuals and businesses seeking services (“Customers”) with independent professionals and businesses offering services (“Service Providers”).

DashHands does not perform, supervise, direct, employ, or control the services offered by Service Providers.

All services are provided solely by independent Service Providers.

DashHands is not:

- an employer;
- an employment agency;
- a staffing company;
- a contractor;
- an agent of Customers;
- an agent of Service Providers;
- a joint venture partner;
- an insurer.

DashHands does not guarantee the quality, legality, safety, suitability, licensing, timeliness, pricing, or outcome of any service offered through the Platform.

Any agreement for services exists solely between the Customer and the Service Provider.

3. Acceptance of Terms

By creating an account or using the Platform, you agree to comply with these Terms and all applicable federal, state, and local laws.

If you use DashHands on behalf of a business or organization, you represent that you have authority to bind that organization to these Terms.

4. Eligibility

To use DashHands you must:

- be at least eighteen (18) years old;
- have legal capacity to enter binding agreements;
- provide accurate registration information;
- comply with applicable laws.

DashHands reserves the right to refuse service or terminate accounts that do not meet these requirements.

5. User Accounts

You may be required to create an account to access certain features of the Platform.

You agree to:

- provide truthful information;
- maintain accurate account information;
- keep your password confidential;
- immediately notify DashHands of unauthorized account access;
- accept responsibility for all activity occurring under your account.

You may not:

- create multiple fraudulent accounts;
- impersonate another individual;
- share your account credentials;
- transfer your account to another person without written permission.

DashHands reserves the right to suspend or permanently terminate accounts suspected of fraud or misuse.

6. Identity Verification

DashHands may request identity verification at any time.

Verification may include:

- government-issued identification;
- selfie verification;
- phone verification;
- email verification;
- business registration documents;
- professional licenses;

- insurance documentation.

Failure to complete verification may limit or suspend access to certain Platform features.

7. Service Provider Accounts

Service Providers are solely responsible for ensuring that:

- all information provided is accurate;
- licenses remain valid;
- insurance requirements are met where applicable;
- certifications are current;
- services comply with applicable laws.

DashHands may remove listings that contain false, misleading, incomplete, or deceptive information.

8. Customer Responsibilities

Customers agree to:

- provide accurate booking information;
- provide safe access to the work location;
- communicate honestly;
- pay all applicable charges;
- treat Service Providers respectfully;
- comply with all applicable laws.

Customers may not request illegal or unsafe services.

9. Service Provider Responsibilities

Service Providers agree to:

- perform services professionally;
- arrive within agreed scheduling windows where reasonably possible;
- comply with applicable laws;
- maintain required licenses;
- maintain required insurance;
- provide truthful profile information;
- perform accepted bookings in good faith.

Service Providers remain solely responsible for the services they perform.

10. Marketplace Relationship

DashHands merely facilitates introductions between Customers and Service Providers.

DashHands does not control:

- pricing;
- scheduling;
- methods of work;
- equipment used;
- quality of workmanship;
- completion of services.

Service Providers determine independently:

- which jobs to accept;
- their availability;
- their pricing;
- how services are performed.

Nothing contained within these Terms creates an employment relationship between DashHands and any Service Provider.

11. Booking Services

Customers may submit service requests through the Platform.

Service Providers may choose whether to accept or reject booking requests.

Submission of a booking request does not guarantee acceptance.

DashHands does not guarantee:

- availability;
- response time;
- completion of requested services.

12. Communications

DashHands may provide messaging features allowing communication between Customers and Service Providers.

Users agree not to send:

- abusive content;
- discriminatory language;
- threats;
- spam;
- fraudulent communications;
- malicious software.

DashHands may review communications where necessary to investigate fraud, abuse, safety concerns, or violations of these Terms.

13. User Conduct

Users agree to use the Platform lawfully.

Users shall not:

- violate laws;
- harass other users;
- discriminate;
- threaten violence;
- submit false reviews;
- upload viruses;
- hack the Platform;

- interfere with Platform security;
- collect user information without authorization;
- impersonate another person;
- engage in fraudulent activity.

DashHands may suspend or terminate accounts without prior notice for violations.

14. Prohibited Services

The Platform may not be used for services involving:

- illegal activities;
- prostitution or escort services;
- human trafficking;
- narcotics;
- firearms trafficking;
- stolen property;
- money laundering;
- fraudulent financial schemes;
- counterfeit goods;
- unsafe or unlawful activities.

DashHands reserves the right to remove listings that violate these Terms or applicable law.

15. Platform Availability

Although DashHands strives to maintain continuous availability, we do not guarantee uninterrupted access.

The Platform may become unavailable due to:

- maintenance;
- updates;
- technical failures;
- third-party outages;
- internet disruptions;
- force majeure events.

DashHands shall not be liable for interruptions in Platform availability.

16. Payments

DashHands provides a platform through which Customers and Service Providers may arrange and complete service transactions.

Payments for services may be processed through one or more third-party payment processors designated by DashHands.

By submitting payment information, you authorize DashHands and its payment processor to charge your selected payment method for all applicable fees, taxes, service charges, and other amounts associated with your booking.

DashHands does not store complete payment card numbers or security codes.

All payment information is handled in accordance with industry security standards by authorized payment providers.

17. Platform Fees

DashHands may charge service fees, processing fees, convenience fees, subscription fees, or other charges for use of the Platform.

Applicable fees will be disclosed before a transaction is completed.

DashHands reserves the right to modify its pricing structure at any time.

Changes will not affect transactions already confirmed.

18. Taxes

Customers and Service Providers are each responsible for determining and paying any taxes applicable to their use of the Platform or services performed.

Where required by law, DashHands may collect and remit certain taxes on behalf of users.

Nothing contained in these Terms constitutes tax advice.

Users should consult their own tax professionals regarding applicable tax obligations.

19. Cancellations

Customers may cancel bookings subject to any cancellation policy displayed during the booking process.

Service Providers may also cancel bookings when necessary due to emergencies, safety concerns, or circumstances beyond their reasonable control.

Repeated cancellations may result in reduced visibility, temporary suspension, or permanent removal from the Platform.

20. Refunds

Refund eligibility depends upon the circumstances of each transaction.

DashHands may, but is not obligated to:

- investigate disputes;
- review supporting documentation;
- communicate with both parties;
- facilitate voluntary resolutions.

Unless otherwise required by law, DashHands is not obligated to provide refunds for services performed by independent Service Providers.

21. No Guarantee of Services

DashHands does not guarantee:

- availability of Service Providers;
- quality of services;
- completion of bookings;
- pricing;
- response times;
- customer satisfaction;
- specific outcomes.

Customers assume responsibility for selecting Service Providers that best meet their needs.

22. Reviews and Ratings

Customers and Service Providers may leave ratings and reviews following completed services.

Reviews must be:

- truthful;
- respectful;
- based upon actual experiences.

Reviews may not contain:

- defamatory statements;
- discriminatory language;
- threats;
- profanity;
- confidential information;
- false accusations;
- spam.

DashHands reserves the right to remove or edit reviews that violate these Terms or applicable law.

23. User Content

Users may submit content including:

- profile information;
- photographs;
- reviews;
- service descriptions;
- portfolio images;
- comments;
- messages.

Users represent and warrant that they own or possess all necessary rights to the content they submit.

Users remain responsible for their content.

24. License Granted to DashHands

By submitting content to the Platform, you grant DashHands a worldwide, perpetual, irrevocable, royalty-free, transferable, sublicensable license to:

- host;
- reproduce;
- modify;
- display;
- distribute;
- publish;
- translate;
- promote;
- use such content

for the operation, improvement, promotion, and marketing of the Platform.

This license survives termination of your account with respect to content already published or reasonably required for legal compliance.

25. Intellectual Property

The Platform, including but not limited to:

- software;
- source code;
- databases;

- graphics;
- trademarks;
- logos;
- icons;
- text;
- videos;
- images;
- designs;
- functionality;

is owned by DashHands, Inc. or its licensors.

All rights are reserved.

Nothing contained within these Terms transfers ownership of any intellectual property to users.

26. Limited License

DashHands grants users a limited, non-exclusive, non-transferable, revocable license to access and use the Platform solely for its intended purposes.

Users may not:

- copy Platform content;
- modify software;
- reverse engineer the Platform;
- scrape data;
- create derivative works;

- sell Platform content;
- use automated bots without written authorization.

27. Mobile Applications

If you download the DashHands mobile application:

- you receive a limited license to use the application;
- you may not decompile or reverse engineer the application;
- you may not modify or redistribute the application;
- you must comply with the applicable App Store or Google Play terms.

28. Third-Party Services

The Platform may integrate with third-party services including payment processors, mapping services, authentication providers, communication providers, analytics services, cloud hosting providers, and other technology vendors.

DashHands is not responsible for:

- third-party outages;
- third-party policies;
- third-party security practices;
- services provided by third parties.

Use of third-party services may also be governed by those providers' own terms and privacy policies.

29. Suspension of Services

DashHands may suspend, restrict, or terminate access to the Platform immediately if we reasonably believe that a user:

- violates these Terms;
- violates applicable law;
- poses a security risk;
- engages in fraud;
- abuses other users;
- attempts to interfere with Platform operations.

Suspension may occur without prior notice where reasonably necessary to protect the Platform or its users.

30. Account Termination

Users may close their accounts at any time by contacting DashHands or using available account settings.

DashHands may retain certain information following account closure as required to:

- comply with legal obligations;
- resolve disputes;

- prevent fraud;
- enforce agreements.

Termination does not relieve users of outstanding payment obligations incurred before termination.

31. Force Majeure

DashHands shall not be liable for any delay or failure to perform resulting from causes beyond its reasonable control, including but not limited to:

- natural disasters;
- acts of government;
- war;
- terrorism;
- labor disputes;
- internet failures;
- power outages;
- cyberattacks;
- epidemics or pandemics;
- failures of third-party providers.

32. Disclaimer of Warranties

THE PLATFORM IS PROVIDED ON AN “AS IS,” “AS AVAILABLE,” AND “WITH ALL FAULTS” BASIS.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, DASHHANDS, INC. DISCLAIMS ALL WARRANTIES,

WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO:

- MERCHANTABILITY;
- FITNESS FOR A PARTICULAR PURPOSE;
- TITLE;
- NON-INFRINGEMENT;
- ACCURACY;
- RELIABILITY;
- AVAILABILITY;
- SECURITY.

DASHHANDS DOES NOT WARRANT THAT:

- THE PLATFORM WILL OPERATE WITHOUT INTERRUPTION;
- THE PLATFORM WILL BE ERROR-FREE;
- DEFECTS WILL BE CORRECTED;
- THE PLATFORM WILL ALWAYS BE AVAILABLE;
- SERVICES OBTAINED THROUGH THE PLATFORM WILL MEET USER EXPECTATIONS;
- SERVICE PROVIDERS WILL COMPLETE REQUESTED SERVICES;
- CUSTOMERS WILL HONOR BOOKINGS.

USERS ASSUME ALL RISK ASSOCIATED WITH THEIR USE OF THE PLATFORM.

33. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, DASHHANDS, INC., ITS AFFILIATES, DIRECTORS, OFFICERS, EMPLOYEES, CONTRACTORS, AGENTS, LICENSORS, AND PARTNERS SHALL NOT BE LIABLE FOR:

- PERSONAL INJURY;
- PROPERTY DAMAGE;
- LOST PROFITS;
- LOST BUSINESS OPPORTUNITIES;
- LOST REVENUE;
- LOST DATA;
- BUSINESS INTERRUPTION;
- REPUTATIONAL HARM;
- INDIRECT DAMAGES;
- INCIDENTAL DAMAGES;
- CONSEQUENTIAL DAMAGES;
- SPECIAL DAMAGES;
- EXEMPLARY DAMAGES;
- PUNITIVE DAMAGES.

WHETHER ARISING IN CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY, OR OTHERWISE.

THIS LIMITATION APPLIES EVEN IF DASHHANDS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT SHALL DASHHANDS' TOTAL LIABILITY EXCEED THE TOTAL AMOUNT OF

PLATFORM FEES PAID BY THE USER TO DASHHANDS DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM.

34. User Assumption of Risk

Customers acknowledge that services arranged through the Platform involve interaction with independent Service Providers.

Service Providers acknowledge that they accept work at their own discretion.

Users voluntarily assume all risks associated with:

- entering private property;
- allowing others onto private property;
- physical labor;
- transportation;
- use of tools;
- interaction with third parties.

DashHands is not responsible for injuries, damages, or losses arising from these activities.

35. Release

To the fullest extent permitted by law, users release DashHands, Inc. from all claims arising from disputes between Customers and Service Providers.

This release includes claims involving:

- service quality;
- scheduling;
- cancellations;
- payment disputes;
- property damage;
- personal injury;
- negligence by another user.

36. Indemnification

You agree to defend, indemnify, and hold harmless DashHands, Inc., its affiliates, officers, directors, employees, contractors, licensors, successors, and agents from and against any claims, actions, liabilities, damages, judgments, settlements, losses, costs, expenses, or attorneys' fees arising out of or relating to:

- your use of the Platform;
- your violation of these Terms;
- your violation of any law or regulation;
- your negligence or misconduct;
- your interactions with another user;
- content submitted by you.

37. Arbitration Agreement

PLEASE READ THIS SECTION CAREFULLY.

Except where prohibited by law, any dispute arising out of or relating to these Terms or the Platform shall be resolved through binding arbitration rather than in court.

Arbitration shall be administered by a mutually agreed arbitration provider in accordance with its applicable rules.

The arbitration shall take place in the State of California unless otherwise required by law.

Each party shall bear its own attorneys' fees unless otherwise awarded by the arbitrator.

38. Class Action Waiver

To the fullest extent permitted by law, you agree that any dispute shall be brought solely in your individual capacity.

You waive any right to participate in:

- class actions;
- class arbitrations;
- representative actions;
- consolidated proceedings.

If this waiver is found unenforceable, the arbitration provision shall be deemed void only to the extent required by applicable law.

39. Governing Law

These Terms shall be governed by the laws of the State of California, without regard to conflict of law principles.

Any legal action not subject to arbitration shall be brought exclusively in the state or federal courts located in California.

40. Electronic Communications

By creating an account or using the Platform, you consent to receive communications electronically.

These communications may include:

- account notices;
- booking confirmations;
- payment notifications;
- policy updates;
- legal notices;
- marketing communications (where permitted by law).

Electronic communications satisfy any legal requirement that communications be in writing.

41. Changes to These Terms

DashHands reserves the right to modify these Terms at any time.

Updated Terms become effective immediately upon posting unless otherwise stated.

Continued use of the Platform after changes become effective constitutes acceptance of the revised Terms.

42. Severability

If any provision of these Terms is determined to be invalid, illegal, or unenforceable, the remaining provisions shall continue in full force and effect.

43. Waiver

Failure by DashHands to enforce any provision of these Terms shall not constitute a waiver of that provision or any other provision.

44. Assignment

Users may not assign or transfer their rights or obligations under these Terms without prior written consent from DashHands.

DashHands may assign these Terms without restriction in connection with:

- mergers;
- acquisitions;
- corporate reorganizations;
- sale of assets;
- financing transactions.

45. Entire Agreement

These Terms, together with our Privacy Policy and any additional policies or guidelines referenced on the Platform, constitute the entire agreement between you and DashHands regarding use of the Platform.

They supersede all prior agreements, understandings, communications, and representations relating to the Platform.

46. Contact Information

If you have any questions regarding these Terms & Conditions, please contact:

DashHands, Inc.

265 N 7TH STREET

P.O. Box 70

COLTON, CA 92324-2952

United States

Email: support@dashhands.com

Acceptance of Terms

BY ACCESSING OR USING THE DASHHANDS PLATFORM, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE LEGALLY BOUND BY THESE TERMS & CONDITIONS.