

TASKHER LTD

HOMEOWNER TERMS AND CONDITIONS

Please read these terms in conjunction with our Privacy Notice at <https://www.taskher.co.uk/privacy>

1.THESE TERMS

- 1.1What these terms cover.** These are the terms and conditions on which we arrange for a trade professional to supply services to you ('terms').
- 1.2Why you should read them.** Please read these terms carefully before you submit your booking. These terms tell you who we are, how the services will be provided to you, how you and we may change or end the contract, what to do if there is a problem and other important information. By placing a booking for the provision of services via our website www.taskher.co.uk (the 'TaskHer Website') you agree to be bound by these terms. If you think that there is a mistake in these terms, please contact us to discuss.

2.INFORMATION ABOUT US AND HOW TO CONTACT US

- 2.1Who we are.** We are TaskHer Ltd, a company registered in England and Wales. Our company registration number is 13219460 and our registered office is at 66 Paul Street, London EC2A 4NA. Our registered VAT number is 377505669.
- 2.2How to contact us.** You can contact us by telephoning our customer service team on 07925 647258, by emailing hello@taskher.co.uk, or by writing to us at 66 Paul Street, London EC2A 4NA.
- 2.3How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your booking.
- 2.4"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

3.OTHER BOOKING TERMS

- 3.1We only provide the services in areas of the UK where we have tradespeople registered.** The TaskHer Website is solely for the promotion of our services in areas within the UK where tradespeople have registered with us. We do not accept bookings from addresses, or perform the services, outside this area. Please use the location function of the TaskHer Website to find the most up-to-date UK service areas.
- 3.2Over 18s.** By placing the booking, you warrant that you are legally capable of entering into binding contracts and that you are at least 18 years old.
- 3.3TaskHer tradespeople.** Our service is to arrange for tradespeople (sub-contractors or third-party providers) to carry out the services for you on our behalf ('tradesperson'). The contract for the provision of these services to you, and any booking made, shall be with TaskHer.
- 3.4Our vetting.** Before a tradesperson joins TaskHer we carry out checks, which include verifying identity, qualifications and insurance. These checks reduce risk but are not a guarantee of a tradesperson's future conduct, or of the standard of any particular job. This does not affect your rights in respect of the services under these terms or under the Consumer Rights Act 2015 (see clause 13.2).
- 3.5How you can book, and when these terms apply.** You can book our services online through the TaskHer Website, or with the help of our team where you have contacted us through our service finder, contact form, by email or by telephone. These terms apply to every booking, however it is made. Where our team helps you to book, we will provide these terms with the quote we send you, and by confirming that you wish to go ahead you accept these terms. However your booking is made, a contract comes into existence only when we confirm it in accordance with clause 4.3.

4. HOW TO BOOK THE SERVICES

4.1 Website Booking process. To place a booking via our Website you should follow the process set out in this clause 4.1 or in more detail on the TaskHer Website ('Website Booking'), where you will be guided through the process by a series of instructions and questions about the services. To make a booking:

- (a) you will be asked to select the category (e.g. electrics, heating, gas, decorating or handywork) and sub-category of services required;
- (b) we will then provide you with an estimated price for the services ('Estimate Price'). The Estimate Price is inclusive of VAT and is an estimate only – the final price may be higher or lower depending on the actual time and work required (see clauses 15 and 16);
- (c) you will then be asked a series of questions to describe the service required as accurately and fully as possible, including:
 - (i) whether you or the tradesperson will supply the required parts or materials (the 'Materials');
 - (ii) uploading any images which could assist the tradesperson in completing your job;
 - (iii) picking a selection of suitable dates and times for a tradesperson to attend your property (subject to availability); and
 - (iv) entering your contact details (e.g. name, phone number, email, address);
- (d) you will be redirected to Stripe, our payment service provider, to enter your payment details. No payment will be taken until after completion of the services. Please see clause 15 for further details on how we will charge you;
- (e) you will be redirected back to the TaskHer Website, where you will be provided with a copy of our terms for your review; and
- (f) if you are happy to proceed you may then accept our terms and confirm your booking by pressing the confirmation button. Pressing the confirmation button places you under an obligation to pay for the services once they have been completed, in accordance with clause 15.

4.2 At this point your booking is not yet confirmed. Once you have submitted your Website Booking, we will share the details of your Website Booking and your location with tradespeople in order to allocate the booking to a tradesperson in your area. **No contract shall come into force until we accept the booking in accordance with clause 4.3.**

4.3 How we will accept your booking. Once a tradesperson has agreed to one of your time slots and the date of your booking, we will email you with an order acknowledgement detailing the services you have booked and the agreed date and time. Our acceptance of your Website Booking takes place when we have emailed you, at which point a contract will come into existence between you and us.

4.4 If we cannot accept your booking. If we are unable to accept your Website Booking, we will inform you in writing and will not charge you. This might be because of:

- (a) unexpected limits on our resources which we could not reasonably plan for;
- (b) an error we have identified in the price or description of the services or your order;
- (c) our being unable to meet a performance date you have specified; or
- (d) there being no available tradespeople in your area.

4.5 Appointment notice. The tradesperson will endeavour to contact you before the time slot for your appointment to provide a more accurate estimated time of arrival.

4.6 Reserved rights. We reserve the right to:

- (a) restrict bookings or appointments in certain areas;
- (b) withdraw our services if you are not at home when we, or a tradesperson, visit to carry out your appointment (see also clause 7.3); and
- (c) modify or withdraw, temporarily or permanently, the TaskHer Website (or any part of it) with or without notice, and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the TaskHer Website.

4.7 Supply of services. We shall, or shall procure that each tradesperson shall:

- (a) provide the services in accordance with the Website Booking;
- (b) use all reasonable endeavours to meet any performance dates notified to you in writing; and
- (c) perform the services with reasonable care, skill and diligence, in accordance with good industry practice and any applicable standards and regulations.

5.YOUR RIGHTS TO MAKE CHANGES

If you wish to make a change to the service you have booked, please contact us. We will let you know if the change is possible and, if it is, whether it affects the price, the timing of supply or anything else, and ask you to confirm whether you wish to go ahead. If we cannot make the change, or the consequences of making it are unacceptable to you, you may want to end the contract (see clause 8 – your rights to end the contract).

6.OUR RIGHTS TO MAKE CHANGES OR CANCEL AN APPOINTMENT

- 6.1 We may be prevented from carrying out our obligations under the contract by circumstances beyond our reasonable control, including but not limited to cancellation by the tradesperson or any other event outside our control, in which case we shall notify you in writing of the cancellation and the reasons for it.
- 6.2 If we are prevented from carrying out our obligations as described in clause 6.1, our liability to you shall be limited to the amounts already paid by you to TaskHer at the time of the cancellation by us.
- 6.3 **Revised date of appointment.** Where the date of an appointment is to be revised, our customer services team will contact you with available dates and times. You are entitled to accept or reject any revised date or time, the intention being to find another date or time suitable for you.

7.PROVIDING THE SERVICES

- 7.1 **When we will provide the services.** We will begin the services on the date agreed with you during the Website Booking process.
- 7.2 **We are not responsible for delays outside our control.** If our supply of the services is delayed by an event outside our control, we will contact you as soon as possible and take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any services you have paid for but not received.
- 7.3 **If you do not allow us access, or we cannot carry out the work (abortive visits).** You agree to be present (or to arrange for a responsible adult aged 18 or over to be present) and to provide safe access at the agreed appointment time. If the tradesperson attends at the agreed time and cannot carry out the work for a reason within your control – for example you are not at home, access is not provided, or the property or work area is unsafe or unsuitable in a way you did not disclose – the following applies:
- (a) the tradesperson will wait and attempt to contact you for a period of at least 20 minutes before treating the visit as abortive;

(b) if she is still unable to carry out the work, an abortive-visit charge equal to one hour of labour (the minimum charge referred to in clause 15.4) will apply, together with any Materials already ordered; and

(c) if, despite our reasonable efforts, we are unable to contact you or re-arrange access, we may end the contract and clause 10.2 will apply.

The minimum charge is shown to you during the booking process before you confirm your booking. The abortive-visit charge is equal to that minimum charge, and is set out in these terms.

7.4 What will happen if you do not give required information to us. During booking you will be required to give us certain information so that we can supply the services (for example the location of the gas meter). If you do not give us this information within a reasonable time of us asking for it, or give us incomplete or incorrect information, we may either end the contract (and clause 10.2 will apply) or make an additional charge of a reasonable sum to compensate us for any extra work required. We will not be responsible for supplying the services late or not supplying any part of them where this is caused by you not giving us the information we need within a reasonable time.

7.5 Waste and rubbish. Neither TaskHer nor our tradespeople remove or dispose of waste, rubbish or packaging arising from the services. Many of our tradespeople do not carry a vehicle or hold a waste carrier licence. You are responsible for arranging the disposal of all waste, materials and packaging arising from the services, unless we have agreed otherwise with you in writing before the appointment.

7.6 Reasons we may suspend the supply of services to you. We may have to suspend the supply of services to (a) deal with technical problems or make minor technical changes; (b) reflect changes in relevant laws and regulatory requirements; or (c) implement changes you have requested.

7.7 Your rights if we suspend the supply of services. We will contact you in advance to tell you we will be suspending supply, unless the problem is urgent or an emergency. If we suspend supply, or tell you we are going to, for a period of more than three months you may contact us to end the contract, and we will refund any sums you have paid in advance for services in respect of the period after you end the contract.

7.8 We may also suspend supply if you do not pay. If you do not pay us when due (see clause 15.9) and you still do not pay within 7 days of us reminding you, we may suspend supply until you have paid the outstanding amounts. We will not suspend the services where you dispute the invoice in good faith (see clause 15.13). We may also charge interest on overdue payments (see clause 15.12).

7.9 Heavy items must be in place before we arrive. Where the services involve installing, assembling or fitting an item weighing more than 16kg (for example a washing machine or a large item of flat-pack furniture), you must ensure the item is in, or immediately next to, the room where it is to be installed before the tradesperson arrives. It is not the tradesperson's role to move or carry heavy items into position from elsewhere in or around the property (for example from a porch, hallway or garage). If the item is not in place and this prevents the work being carried out, this will be treated as an abortive visit under clause 7.3 and the one-hour minimum charge will apply.

8. YOUR RIGHTS TO END THE CONTRACT

8.1 You can always end your contract with us. Your rights when you end the contract depend on the type of services, whether there is anything wrong with how we are performing them, and when you decide to end:

(a) **Estimate Price services.** You can re-arrange your appointment at any point prior to your appointment without charge. You can cancel your Website Booking without charge at any time up to 24 hours before the appointment is due to start. If you cancel after that, or fail to attend, you will be charged for any Materials ordered, and for expenses or time reasonably incurred in anticipation of your appointment (including the abortive-visit charge under clause 7.3 where it applies);

(b) if you want to end the contract because of something we have done or have told you we are going to do, see clause 8.2;

(c) in all other cases (if we are not at fault), see clause 8.5.

8.2 Ending the contract because of something we have done or are going to do. If you are ending a contract for a reason set out at (a) to (d) below, the contract will end immediately, we will refund you in full for any services not provided, and you may also be entitled to compensation. The reasons are:

(a) we have told you about an upcoming change to the services or these terms which you do not agree to;

(b) we have told you about an error in the price or description of the services and you do not wish to proceed;

(c) there is a risk that supply of the services may be significantly delayed because of events outside our control; or

(d) you have a legal right to end the contract because of something we have done wrong.

8.3 When you don't have the right to change your mind. You do not have the right to change your mind under the Consumer Contracts Regulations 2013 in respect of services that have been fully performed, even if the 14-day cancellation period is still running, where you asked us to begin during that period and acknowledged that you would lose your right to cancel once the services were complete.

8.4 How long do I have to change my mind? You have 14 days after the day we email you to confirm we accept your order. If you ask us to begin the services during this period, you may still cancel, but you must pay for the services provided up to the time you tell us you have changed your mind. Once the services have been fully performed you cannot change your mind, in the circumstances described in clause 8.3.

8.5 Ending the contract where we are not at fault and there is no right to change your mind. Even if we are not at fault and you do not have the right to change your mind, you can still end the contract before it is completed, but you may have to pay us compensation. If you want to do this, just contact us. The contract will end immediately and we will refund any sums paid for services not provided, but we may deduct from that refund (or, if you have not paid in advance, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

8A. Painting and decorating bookings – cancellation and compensation

8A.1 Scope. This clause applies to all painting and decorating jobs booked through us, which are provided on a fixed-price basis. In some cases a tradesperson may visit your property before the work begins to assess and confirm the scope of the job; in other cases the scope may be confirmed remotely based on the information and images you provide.

8A.2 Cooling-off period. Your statutory 14-day right to change your mind (clause 8.4) applies to painting and decorating bookings. If you cancel within the cooling-off period and the work has not yet begun, there will be no charge, except for any Materials we have bought at your request. If you asked us to begin during the cooling-off period, you must pay for the services provided up to the time you tell us you wish to end the contract.

8A.3 Cancellation before work begins (outside the cooling-off period). If you cancel a painting and decorating booking after the cooling-off period but before work has begun, you may be asked to pay our and the tradesperson's reasonable costs and losses actually incurred as a result of the cancellation. Because a tradesperson may reserve several consecutive days or weeks for your job, this may include a reasonable amount for reserved time that she cannot, acting reasonably, replace with other work at short notice. We will take reasonable steps to re-allocate her time, any charge will be reduced by work she is able to take instead, and the total charge will not exceed the fixed price for your booking.

8A.4 Cancellation after work has begun. If you cancel after the tradesperson has started work, you must pay for (a) all services provided up to the time you tell us you wish to end the contract; and (b) any reasonable losses arising from reserved days or weeks that cannot reasonably be re-allocated. The total charge will not exceed the fixed price agreed.

8A.5 How cancellation charges will be calculated. Where a charge applies under clause 8A.3 or 8A.4, we will provide you with a breakdown of the amount due and the basis on which it has been calculated, including services already performed and any reasonable losses incurred. We will act reasonably and take account of any work the tradesperson is able to take instead.

8A.6 Payment of cancellation charges. Any applicable cancellation charge will be taken using the payment details you provided at the time of booking, in accordance with clause 15.

9. HOW TO END THE CONTRACT WITH US (INCLUDING IF YOU HAVE CHANGED YOUR MIND)

9.1 Tell us you want to end the contract. To end the contract, please let us know by one of the following:

- (a) **Phone or email.** Call customer services on 07925 647258 or email hello@taskher.co.uk. Please provide your name, home address, details of the Website Booking and, where available, your phone number and email address;
- (b) **On the TaskHer Website.** Complete the relevant cancellation process on the TaskHer Website; or
- (c) **By post.** Print off the Model Cancellation Form at the end of these terms and post it to us, or simply write to us at the address on the form including details of what you ordered, when you ordered it, and your name and address.

9.2 Deductions from refunds if you are exercising your right to change your mind. If you are exercising your right to change your mind, we may deduct from any refund an amount for the supply of the service for the period during which it was supplied, ending when you told us you had changed your mind. The amount will be in proportion to what has been supplied compared with the full coverage of the contract.

9.3 When your refund will be made. We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind, your refund will be made within 14 days of your telling us you have changed your mind.

10. OUR RIGHTS TO END THE CONTRACT

10.1 We may end the contract if you break it. We may end the contract at any time by writing to you if:

- (a) you do not make any payment to us when it is due and you still do not pay within 28 days of us reminding you that payment is due;
- (b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services; or
- (c) you do not, within a reasonable time, allow us access to your property to supply the services.

10.2 You must compensate us if you break the contract. If we end the contract in the situations set out in clause 10.1, we will refund any money you have paid in advance for services we have not provided, but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

10.3 We may also end the contract on safety grounds. We may end the contract, and withdraw the tradesperson, immediately in the circumstances described in clause 12 (respectful conduct and safeguarding). Where we do so, you will still be charged for any services already provided.

11.CO-WORKERS AND PARTNERS ON A JOB

Most jobs are carried out by the tradesperson you book, working on her own. Occasionally a tradesperson works alongside a co-worker or partner – and occasionally that person may be a man. Because you have chosen a service delivered by women, we do not treat that lightly. Before anyone other than your assigned tradesperson attends your home, the following applies:

- (a)**We check and approve the co-worker first.** No one attends until we have seen and approved their insurance and identification (ID).
- (b)**You will know in advance, and you decide.** Your tradesperson will contact you before the appointment, and in good time before she arrives, to tell you she works with a co-worker and whether that person is a man. If you would prefer they did not attend, just tell us – she will come on her own, or we will arrange a different tradesperson for you. You never have to give a reason.
- (c)**Your tradesperson leads the job.** The tradesperson you booked remains in charge of the work at all times and is the person responsible and accountable to you for it. A co-worker never attends in her place.
- (d)**You are never left alone with the co-worker.** At no point during the job will the co-worker be left alone with you or with any other person present at the property.

The tradesperson you book is always the person doing the work and the person accountable to you. If at any point you are not comfortable with who is in your home, contact us and we will sort it out.

12.RESPECTFUL CONDUCT AND SAFEGUARDING

12.1Respectful conduct. We want every TaskHer visit to feel safe and professional. We operate a zero-tolerance approach to harassment, discrimination, intimidation, sexual comments or any inappropriate behaviour towards our tradespeople. When a tradesperson is at your property, please treat her with respect, keep communication professional and related to the job, do not request personal contact details or contact her outside the booking, and do not record, film or photograph her without her explicit consent.

12.2Ending an appointment on safety grounds. If we or the tradesperson consider there is a safety risk, the appointment may be ended immediately and the tradesperson may leave. Where this happens because of conduct within your control, clause 10.3 applies and you will still be charged for any services already provided.

12.3Safeguarding. TaskHer operates a Safeguarding Policy and Procedures (available on request). Our tradespeople are asked to report safeguarding concerns to us rather than investigate them. Where we consider there is a genuine safeguarding concern, we may act on it, including by contacting the appropriate authorities or support services where necessary and lawful. Our full approach is set out in our Customer Respectful Conduct Statement and Safeguarding Policy.

13.IF THERE IS A PROBLEM WITH THE SERVICES

13.1How to tell us about problems. If you have any questions or complaints about the services, please contact us. You can telephone our customer service team on 07925 647258 or write to us at hello@taskher.co.uk. Please tell us as soon as possible after the services are completed and, in any event, within a reasonable time.

13.2Summary of your legal rights. We are under a legal duty to supply services that are in conformity with this contract. See the box below for a summary of your key legal rights. Nothing in these terms will affect your legal rights.

Summary of your key legal rights
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This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information visit the Citizens Advice website at www.citizensadvice.org.uk or call the consumer helpline on 0808 223 1133.

Under the Consumer Rights Act 2015:

- (a) you can ask us to repeat or fix a service if it is not carried out with reasonable care and skill, or get some money back if we cannot fix it;
- (b) if you have not agreed a price beforehand, what you are asked to pay must be reasonable; and
- (c) if you have not agreed a time beforehand, the service must be carried out within a reasonable time.

13.3 Alternative dispute resolution. If you are not happy with how we have handled your complaint and we cannot resolve it between us, you may be able to refer the matter to a certified alternative dispute resolution (ADR) provider. ADR is a way of settling disputes without going to court. TaskHer is not currently a member of an ADR scheme and is not obliged to use ADR, but you can find a certified ADR provider through Citizens Advice (www.citizensadvice.org.uk). This does not affect your right to take court proceedings.

13.4 Disputes with a tradesperson. Should a dispute arise between you and the tradesperson as a result of the services (a 'Homeowner Dispute'):

- (a) you should let us know as soon as possible, providing as much detail as you can;
- (b) we shall work with you and the tradesperson to mediate and settle the Homeowner Dispute; and
- (c) if, acting reasonably, we consider that any services performed by the tradesperson do not comply with your Website Booking or do not conform with these terms, you agree that we may ask the tradesperson to re-perform the services within the original agreed fee. If, acting reasonably, we consider the issue was caused by the use of faulty or incorrect Materials, you will not be liable for the cost of those Materials. This does not affect your statutory rights.

14. ACCESS RIGHTS

14.1 You agree to allow us and the tradesperson access to your property to perform the services, inspect the work, and carry out any necessary remedial works as appropriate.

15. PRICE AND PAYMENT

15.1 Where to find the price for the services. The price of the services will be the price indicated on the TaskHer Website when you placed your Website Booking. All prices shown to consumers are inclusive of VAT. We take all reasonable care to ensure prices are correct, but please see clause 15.8 for what happens if we discover an error.

15.2 Website Booking. Where an Estimate Price is given, it is based on the information you provide and is an estimate only. No payment will be taken until the services are completed, after which you will be invoiced and charged in accordance with clause 15.5.

15.3 Materials. The Estimate Price includes labour to perform the services only and does not include the cost of any parts or Materials required. You are solely responsible for the cost of Materials. Either you or the tradesperson may provide the Materials. Where the tradesperson supplies Materials, she does so as principal in her own right and you are responsible for paying her disbursement invoice for those Materials, which we collect on her behalf and pass to her (see clause 15.5(b)). We do not mark up or take any margin on Materials.

15.4 Repairs.

- (a)**Minimum charge.** All repair jobs are subject to a minimum charge equivalent to one hour of labour. This covers the tradesperson diagnosing the issue, with the expectation that the problem may be resolved within that time. If the problem is diagnosed in less time, the minimum one-hour charge still applies. The minimum charge is shown to you during booking.
- (b)**Additional work and parts.** If the repair is not completed within the initial hour due to the need for additional parts or labour, the tradesperson will provide a report of the problem, including an estimate of additional labour and parts.
- (c)**Additional work must be agreed with you first.** If further work, time or parts are needed beyond the initial hour, the tradesperson will explain what is required and how it will be charged (additional labour is charged at the applicable hourly rate), and will only carry out the additional work if you agree to it first. Where the exact additional time cannot be known in advance, she will give you her best estimate, and you agree to pay for the additional time reasonably taken at that rate. Your agreement may be recorded through a follow-on booking on the platform, or otherwise agreed with you before the work proceeds; we recommend confirming through the platform where possible, as it gives you both a clear record.
- (d)**Completion.** Once any additional work has been agreed, the tradesperson will carry out the repairs. If further issues are discovered during the repair, she will pause and discuss them with you before carrying out any further work, and the same approach to agreeing additional work applies.
- (e)**No-fix, no-fee.** If the tradesperson determines the issue cannot be resolved within the initial hour and you choose not to proceed with the recommended repairs, you will only be liable for the initial one-hour labour charge. This does not apply where the repair is not feasible due to external factors outside the control of TaskHer or the tradesperson.

15.5 Invoicing and payment. We will provide you with the following invoices, as required:

- (a)**Services and labour invoice.** An invoice for the labour and work carried out by the tradesperson in accordance with the Estimate Price, unless there have been agreed changes. We will then arrange for payment to be taken from the details you provided to Stripe.
- (b)**Materials invoice.** A separate disbursement invoice, on behalf of the tradesperson, for the Materials used. We will then arrange for payment to be taken from the details you provided to Stripe.

15.6 Inaccurate services description. If, on attending, the tradesperson discovers that the information you provided or the requirements of the services are not as anticipated, or there are other factors affecting the services (for example access to gas or water), so that the services will cost more than the Estimate Price and/or require additional Materials, we or the tradesperson will:

- (a) notify you as soon as we become aware of the additional services and/or Materials required; and
- (b) provide you with an updated price for the new and existing services.

You will then have the choice to (i) re-contract with us to complete the new and existing services; or (ii) decline the updated quote and leave the job as it is. If you decline, we will not be responsible for any loss or damage arising from the work not being completed, or from your decision not to proceed with the recommended work; this does not reduce our responsibility for any work we have actually carried out, which remains subject to clause 13 and your statutory rights. If you re-contract, we will update the price on the TaskHer Website or by email, the scope of the services shall be amended, and the updated price shall be the price payable (rather than the Estimate Price), in accordance with clause 15.5.

15.7 We will pass on changes in the rate of VAT. If the rate of VAT changes between your Website Booking date and the date we supply the service, we will adjust the rate of VAT you pay, unless you have already paid in full before the change takes effect.

- 15.8 What happens if we got the price wrong.** It is always possible that some services may be incorrectly priced despite our best efforts. If a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract and refund any sums you have paid.
- 15.9 When you must pay.** We will invoice you, in accordance with clause 15.5, for the balance of the price when the services are completed. Payment is normally taken automatically via Stripe on completion. Where an invoice is issued for payment rather than taken automatically, you must pay within 28 calendar days of the invoice date.
- 15.10 How you must pay.** We accept payment through Stripe. By placing a booking, you authorise our payment provider to store your payment details and to take payment for the services, any agreed additional or follow-on work, Materials, and any charges properly due under these terms (including abortive-visit and cancellation charges), at the relevant times.
- 15.11** To terminate your authorisation or change your payment method, please contact us using the details in clause 2.2. It is your responsibility to keep your payment card details up to date.
- 15.12 We can charge interest if you pay late.** If you do not make any payment by the due date, we may charge interest on the overdue amount at 4% a year above the base lending rate of Barclays Bank plc from time to time, accruing daily from the due date until payment, whether before or after judgment.
- 15.13 What to do if you think an invoice is wrong.** If you think an invoice is wrong, please contact us promptly. You will not have to pay interest until the dispute is resolved. Once resolved, we will charge interest on correctly invoiced sums from the original due date.

16. HANDYWORK

- 16.1 Scope and pricing.** This clause applies to handywork bookings (for example furniture assembly, wall mounting and general handyperson tasks). Handywork is charged on an hourly basis, subject to a minimum charge of one hour of labour. Any time estimate shown on the TaskHer Website is an estimate only and is stated on that basis – the actual time may be more or less than estimated. Where a job takes longer than estimated, any additional time will be discussed and agreed with you before it is carried out, as described in clause 15.4.
- 16.2 Safety recommendations and informed refusal.** Your tradesperson may recommend steps that are necessary for the work to be carried out safely – for example anchoring furniture to the wall in line with the manufacturer’s guidance, or advising on whether a wall can safely bear a load. Where you decline a safety recommendation:
- (a) the tradesperson may decline to carry out that part of the work. If she attends and cannot safely complete the work because a recommendation is declined, you will be charged for the time spent at the property, subject to the one-hour minimum; or
 - (b) where she agrees to proceed at your request despite the recommendation, we accept no responsibility for any loss or damage to property that results from your decision not to follow the recommendation. Nothing in this clause excludes or limits our liability for death or personal injury caused by negligence, or any other liability that cannot be excluded by law.
- 16.3 Wall type and load suitability.** Your tradesperson will assess whether the wall or surface can safely take the item and fixings. Any stated weight limits are based on her assessment at the time of installation. You are responsible for not overloading a shelf, bracket or mount after installation, and for any consequences of doing so.
- 16.4 Hidden pipes, cables and services.** You confirm that you have told us about any concealed pipes, cables, underfloor heating or other services that you know about in the area to be worked on. Your tradesperson will use reasonable care and a detector where appropriate, but detectors are not infallible. Where a service was not disclosed and was not reasonably detectable, and the tradesperson has taken reasonable

care, we are not liable for consequential damage. Nothing in this clause affects our liability for death or personal injury caused by negligence.

16.5 Customer-supplied items and fixings. Where you supply the item, bracket, fixings or flat-pack, we are not liable for any defect in, or failure of, those customer-supplied components. Your tradesperson will flag any missing, damaged or defective parts before starting where she can. She may recommend suitable fixings but is not responsible where you insist on using your own unsuitable items.

16.6 What handywork does not include. Handywork stops where regulated work begins. For example, a tradesperson may mount a television, but running a new electrical spur, or any other notifiable electrical work (Part P of the Building Regulations), and any work on gas or pressurised plumbing systems, is not handywork and must be booked as the relevant qualified trade. This is to keep you safe and compliant.

16.7 Assembly standard. Items will be assembled in accordance with the manufacturer's instructions where available, and otherwise with reasonable skill and care. Minor cosmetic tolerances (for example small variations in level or alignment) are to be expected and are not defects.

16.8 Permissions. You confirm that you have the right and any necessary consent (for example your landlord's permission) to have the work carried out, including any drilling or fixings. We are not liable for any breach by you of your tenancy or lease, or for any deposit consequences.

16.9 Waste and packaging. Clause 7.5 applies – you are responsible for disposing of flat-pack packaging and any other waste, unless we agree otherwise in writing before the appointment.

16.10 Safety fittings. Any safety fittings supplied with an item – for example child-safety cords on blinds, or wall-fixing brackets to anchor furniture – will be fitted by the tradesperson as standard, for safety. If you later choose to remove them, that is your decision and your responsibility.

17. PHOTOGRAPHS AND RECORDS OF THE WORK

17.1 To help resolve any questions or disputes about the work (for example the condition of the work area before and after, or pre-existing damage), TaskHer and the tradesperson may take photographs of the work area before and after the job. These are taken and kept as a record and for evidence purposes only.

17.2 Photographs are limited to the work area. You may ask the tradesperson not to take a particular photograph. Any photographs are uploaded to the TaskHer platform and are held and used in accordance with our Privacy Notice. They are not used for marketing.

17.3 Where a job is carried out in a women's refuge or other supported setting, no photographs will be taken, in line with the confidentiality requirements that apply to those settings.

18. REVIEWS AND FEEDBACK

18.1 We may invite you to leave a review or feedback about your experience. We may remove or decline to publish reviews that breach our review policy – for example reviews that are fake, unlawful, defamatory or abusive. We do not fabricate reviews and we do not suppress genuine reviews because they are critical.

19. BOOKING OUTSIDE TASKHER

19.1 The protections in these terms apply because your contract for the services is with TaskHer. If you arrange work directly with a tradesperson you were introduced to through TaskHer, outside the TaskHer platform, TaskHer is not a party to that arrangement. This means TaskHer's insurance backing, dispute resolution and mediation, vetting assurance and the rights you have under these terms against TaskHer will not apply to that work. We would always encourage you to keep your booking on the platform so that you remain protected.

20.DISCOUNTS AND REFERRAL SCHEMES

- 20.1 Issuance and use.** From time to time we may offer discount codes. Each code has its own terms of use (such as minimum spend, eligible services and expiry date), which must be adhered to.
- 20.2 Limitations.** Discount codes are non-transferable, not redeemable for cash, and cannot be combined with other offers unless stated. They are for single use only and may not be duplicated, sold or transferred except as authorised by us.
- 20.3 Modification and termination.** We may modify, suspend or terminate any discount code at any time. We may, at our discretion, replace an affected code with another offer.
- 20.4 Misuse.** Any misuse of discount codes, including unauthorised sharing, fraudulent use or misrepresentation, may result in cancellation of the discounted booking and/or suspension of your account.
- 20.5 Referral scheme.** You may be invited to take part in our referral programme. To participate, use the specific referral URL we provide; referrals made in any other way will not qualify. When a new customer you refer completes their first booking using your referral URL, they receive a discount and you receive credit to your TaskHer account, on the terms notified at the time.
- 20.6 Referral conditions.** Referral credits are non-transferable, not redeemable for cash, and may only be used for future TaskHer bookings. Credits may be subject to expiry or other restrictions notified at the time of issue. We may modify, suspend or terminate the referral programme at any time, and may honour or void pending credits at our discretion. Any abuse or fraudulent manipulation (such as creating multiple accounts, or sending spam or unsolicited emails) will result in cancellation of related bookings and credits and may lead to suspension of the referrer's account.

21.OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

- 21.1 We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is obvious that it will happen, or if, at the time the contract was made, both we and you knew it might happen.
- 21.2 We do not exclude or limit our liability where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; and for breach of your legal rights in relation to the services as summarised at clause 13.2.
- 21.3 When we are liable for damage to your property.** If we are providing services in your property, we, our representative or the tradesperson will make good any damage to your property caused while doing so. We are not responsible for the cost of repairing any pre-existing faults or damage that we discover while providing the services.
- 21.4 Limit on our liability.** Subject to clauses 21.2 and 21.3, our total liability to you for any claim arising under or in connection with the contract for a booking, whether in contract, tort (including negligence), breach of statutory duty or otherwise, is limited to the total price paid or payable by you for the services under that booking. This limit does not apply to, and nothing in these terms limits, any liability that cannot be limited by law, including the liabilities in clause 21.2 and your rights under the Consumer Rights Act 2015.
- 21.5 We are not liable for business losses.** We supply the services for domestic and private use. If you use the services for any commercial, professional, business or resale purpose – whether or not you have told us, and whether or not the loss was foreseeable – we will have no liability to you, whether in contract, tort (including negligence), breach of statutory duty or otherwise, for any of the following arising out of or in connection with the services: (a) loss of profit, revenue or income; (b) loss of rent, rental income or bookings; (c) loss of business, business interruption, or loss of business, commercial or professional

opportunity; (d) loss of anticipated savings, contracts or goodwill; (e) wasted expenditure or management time; or (f) any other indirect or consequential loss. This does not affect, and nothing in these terms limits, any liability that cannot be excluded by law (see clause 21.2), and it does not affect your statutory rights if you are a consumer.

22. HOW WE MAY USE YOUR PERSONAL INFORMATION

22.1 We will only use your personal information as set out in our Privacy Notice:

<https://www.taskher.co.uk/privacy>. This includes sharing relevant booking details with tradespeople so that the services can be provided, and holding photographs taken under clause 17.

23. OTHER IMPORTANT TERMS

23.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will tell you in writing if this happens and will ensure the transfer does not affect your rights under the contract.

23.2 **You need our consent to transfer your rights to someone else.** You may only transfer your rights or obligations under these terms to another person if we agree in writing.

23.3 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.

23.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

23.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean you do not have to do those things, and it will not prevent us taking steps against you at a later date.

23.6 **Intellectual property.** You acknowledge that all copyright, trade marks, business names, domain names, goodwill and other intellectual property rights in all material or content supplied as part of the services or the TaskHer Website are owned by TaskHer or our licensors. You may use the TaskHer Website and material only as expressly authorised by us or our licensors.

23.7 **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the services in the English courts.

23.8 **Records of your booking.** You agree that our platform and business records – including your booking details, messages exchanged with us or the tradesperson through the platform, timestamps, photographs taken under clause 17, invoices and payment records – may be relied on as evidence in connection with any query, complaint, chargeback or dispute about the services. This does not affect your statutory rights or any legal rules about evidence.

Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To: TaskHer Ltd (Company Number 13219460), whose registered office is at 66 Paul Street, London EC2A 4NA, email hello@taskher.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract for the supply of the following service [*],

Contract date [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[] = Delete as appropriate*