

RITZHELPER - TERMS & CONDITIONS

1. INTRODUCTION

1.1 These Terms and Conditions represent a contract between Ritzhelper and the Customer.

1.2 The Terms and Conditions outlined apply to all our services, including regular home cleaning, deep cleaning (post-renovation & move-in/move-out cleaning), and any additional services offered by Ritzhelper.

1.3 By engaging Ritzhelper for any services, the Customer acknowledges that they have read, understood, and agreed to be bound by these Terms and Conditions. The Customer's use of Ritzhelper's services, including placing an order by phone, email, website, or any other means, constitutes acceptance of these Terms.

Definitions

(a) **Agreement:** Refers to the contract between Ritzhelper and the Customer, encompassing these Terms and Conditions.

(b) **Ritzhelper:** is a technology platform that can be accessed through www.ritzhelper.com and connects End Users with third party providers of Home Services as listed on the Site ("Service Providers"). It enables You to engage a Service Provider in your area for the provision of Home Services.

(c) **Customer:** The individual or entity that engages Ritzhelper for services.

(d) **Quote/Quotation:** A price estimate provided by Ritzhelper for the requested services, valid for a specified period.

(e) **Service Personnel:** Employees or contractors engaged by Ritzhelper to perform the services.

2. SERVICES PROVIDED

2.1 Ritzhelper offers professional home cleaning services, including:

- Regular Home Cleaning (Weekly, Bi-Monthly, Ad-hoc)
- Deep Cleaning (Post-Renovation & Move-in/Move-out Cleaning)

2.2 Service-specific terms are referred to in Annexes A and B of this Agreement.

3. SERVICE SCHEDULE

3.1 Each service offered by Ritzhelper is performed according to predefined scopes detailed on our website. Customers are advised to review the scope of each service to understand what is included and any limitations that may apply.

3.2 Any rescheduling requests must be communicated at least 24 hours in advance.

4. PRICING AND PAYMENT

4.1 All prices and quotations are in Singapore dollars (SGD) and include GST where applicable.

4.2 Ritzhelper accepts payment via Bank Transfers, PayNow, or Debit/Credit Cards through Stripe. Credit/Debit card payments are subject to a processing fee.

5. CUSTOMER RESPONSIBILITIES

5.1 The Customer acknowledges and agrees to prioritise the safety and well-being of our Service Personnel by:

5.1.1 Creating a safe and suitable working environment that complies with all relevant local laws and regulations of Singapore. Abuse or assault, verbal or physical, on our Service Personnel, will not be tolerated, and legal action or criminal prosecution will be taken against any Customer or third party who is in breach of this subsection.

5.1.2 Refraining from engaging in or supporting any unlawful, immoral, or illegal activities during the session.

5.1.3 Ensuring that Service Personnel operate within the specified scope outlined on the Site.

5.2 Ritzhelper reserves the right to reject any request that does not adhere to these terms and conditions. Failure to comply with our rules may result in the refusal of service and may be subjected to legal actions.

5.3 Upon entering a service Agreement with Ritzhelper, Customers are restricted from directly or indirectly engaging any Service Personnel of Ritzhelper through a contractor for 2 years following the termination of the Agreement.

6. SERVICE PROVIDER RESPONSIBILITIES

6.1 Ritzhelper acknowledges full responsibility for the selection of Service Personnel who possess legal authorisation to work within Singapore. All service personnel affiliated with our organisation undergo thorough screening procedures before their registration and assignment.

6.2 Ritzhelper ensures compliance with the Work Injury Compensation Act (WICA), thereby providing comprehensive coverage for work-related injuries sustained by all its Service Personnel.

7. CANCELLATION AND TERMINATION

7.1 The Customer is required to notify Ritzhelper of any cancellations or reschedules at least 24 hours before the scheduled service date and time. Notifications should be submitted via our designated WhatsApp at +65 8035 3269. For cancellations or reschedules made with less than 24 hours notice, they will be classified as last-minute cancellations and have to pay a cancellation fee equivalent to one hundred percent (100%) of the Booked Service Fee.

7.2 If circumstances prevent our Service Personnel from fulfilling the agreed-upon service after they have arrived at the premises, it will be considered a last-minute cancellation, and a cancellation fee will be imposed in accordance with our terms and conditions. Such circumstances include, but are not limited to:

7.2.1 Service Personnel being unable to access the Customer's premises due to locked doors.

7.2.2 Failure of the Customer to provide a safe and appropriate working environment as outlined in the Customer Responsibilities section.

7.2.3 Other service-specific situations as detailed in their respective section.

8. LIABILITY

8.1 If the Customer has any concerns regarding the quality of the service provided or any other issue, such as missing items or suspected theft, they must promptly raise such concerns, no later than 24 hours from the date of the incident. Ritzhelper will not be held responsible for addressing concerns raised beyond this timeframe.

8.2 While Ritzhelper will attempt to respond to any complaints promptly, we reserve the right to take up to 48 hours to respond after receiving a complaint.

8.3 If the Customer is dissatisfied with the service rendered by Ritzhelper, Ritzhelper will assess if it is indeed a service quality issue. If it is a service quality issue, Ritzhelper will provide reasonable compensation, subject to specific limits. However, if the service was rendered properly to industry standard, then Ritzhelper will expect full payment.

8.4 Ritzhelper agrees to resolve any disputes to the satisfaction of the Customer, or to a standard deemed reasonable by Ritzhelper. While we strive to address any concerns to the best of our ability, should the Customer remain dissatisfied, all decisions made by Ritzhelper regarding suitable compensation are final.

8.4.1 As part of our terms and conditions, all compensation paid out is subject to varying limits depending on the type of service engaged, as specified in Annex A for each respective section.

8.5 Ritzhelper's damage liability policy and compensation limit cap for acts of omission or accidental breakage or by its Service Personnel are detailed per service in Annex A.

8.6 Ritzhelper will not be responsible for damages resulting from handling faulty or improperly installed items. If our Service Personnel handle such items in the course of their duties and they break or damage these items despite normal use, Ritzhelper shall not be liable for any compensation.

8.7 In the event of key loss attributed to our Service Personnel, Ritzhelper will cover key replacement or locksmith fees, capped at a maximum of SGD 50.

8.8 Despite our commitment to fulfilling scheduled cleaning sessions, Ritzhelper may be required to cancel or reschedule appointments. In such instances, while we strive to provide advance notice whenever feasible, we reserve the right to cancel or reschedule sessions without prior notice. Sessions that are cancelled by Ritzhelper will not incur a charge.

8.9 Ritzhelper does not take responsibility for any loss, expenses, damages, delays, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Customer arising from or in any way connected with such cancellations or rescheduling.

9. CONFIDENTIALITY

9.1 By engaging our services the Customer agrees to allow Ritzhelper to display the Customer as part of its customer portfolio.

9.2 The Customer acknowledges and agrees that any information they provide may be used by Ritzhelper to render the Service.

9.3 Ritzhelper hereby commits to safeguarding the confidentiality of all information disclosed by the Customer, refraining from sharing such information with any third party not directly engaged in the provision of the Service, except where mandated by applicable law.

10. DISPUTE RESOLUTION

10.1 In the event of a dispute, claim, or controversy arising out of or relating to these Terms and Conditions or the services provided by Ritzhelper, both parties must attempt to resolve the issue through direct negotiation within 30 days. If no resolution is reached, either party may escalate the dispute by providing written notice to the other party.

10.2 If the dispute remains unresolved, the parties agree to submit to mediation through a neutral third party in accordance with Small Claims Court or another mutually agreed mediation service. Both parties will bear their own costs for mediation.

10.3 If mediation fails, the dispute will be subject to the exclusive jurisdiction of the courts of Singapore. The Agreement is governed by and will be interpreted in accordance with Singapore law.

10.4 Should the dispute proceed to arbitration, it will be referred to and resolved under the rules of the Singapore International Arbitration Centre (SIAC). The arbitration will take place in Singapore, and the proceedings will be conducted in English. The arbitrator's decision will be final, binding, and enforceable in any court of competent jurisdiction..

11. AMENDMENTS

11.1 Ritzhelper reserves the right to amend or modify these Terms and Conditions at any time. Any changes will be published on Ritzhelper's website, and the updated Terms will take effect 24 hours after being posted. It is the Customer's responsibility to review the Terms regularly to stay informed of any updates.

11.2 Continued use of Ritzhelper's services after the amendments have been made will constitute acceptance of the revised Terms and Conditions.

12. FORCE MAJEURE

12.1 Ritzhelper shall not be held liable for any failure to perform or delay in performing its obligations under these Terms and Conditions if such failure or delay is caused by events beyond its reasonable control. These events include but are not limited to acts of God, natural disasters, war, riots, strikes, pandemics, government regulations, or any other circumstances beyond Ritzhelper's control.

12.2 In the event of a force majeure situation, Ritzhelper reserves the right to suspend the service by canceling and or rescheduling its services without incurring liability. Ritzhelper will make reasonable efforts to resume services as soon as the force majeure event is resolved. The Customer will not be entitled to any compensation or damages during the period of suspension.

13. MISCELLANEOUS

13.1 These Terms and Conditions, along with any related documents or Agreements, constitute the entire Agreement between Ritzhelper and the Customer, superseding any prior Agreements or understandings, whether written or verbal.

13.2 If any provision of these Terms and Conditions is found to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions will continue in full force and effect. The invalid or unenforceable provision will be deemed modified to the extent necessary to make it valid and enforceable, or if that is not possible, it will be severed from these Terms without affecting the remainder.

14. CONTACT INFORMATION

14.1 For any questions, concerns, or communications regarding these Terms and Conditions or the services provided, please contact Ritzhelper using the following details:

Company Name: RitzHelper Pte Ltd

Address: 6A Shenton Way, #04-01, Downtown Gallery, Singapore 068815

Phone: +65 8035 3269

Email: business@ritzhelper.com

Website: www.ritzhelper.com

15. JURISDICTION

15.1 This Agreement and these Terms shall be construed in accordance with Singapore Law and shall be subject to the exclusive jurisdiction of the courts of Singapore.

ANNEX A: HOME GENERAL CLEANING SERVICES

1. SERVICES PROVIDED

1.1 By engaging the Home Cleaning services of Ritzhelper, Customers acknowledge and accept our scope details as outlined on our website and agree not to assign tasks outside of our scope to our service personnel. These limitations include, but are not limited to:

1.1.1 No Climbing Policy: Our cleaning crew strictly adheres to a policy of only cleaning reachable areas from floor level. Climbing ladders, stools, or similar apparatus is expressly prohibited to ensure the safety of both our Service Personnel and the Customer.

1.1.2 Residential Focus: Our consumer (non-commercial) services are exclusively tailored for residential properties. We do not undertake tasks associated with non-residential activities, including but not limited to those within hostels, hotels, and office settings.

1.1.3 Excluded Tasks: The scope of our services does not extend to tasks such as cleaning up after pets, caregiving, or providing elderly care services. It's important to note that these examples are not exhaustive, and the scope may include other tasks beyond those explicitly mentioned.

1.1.4 Ritzhelper reserves the right to refuse service to customers who violate our limitations. Cancellation charges will be applied for such scenarios where Service Personnel have to leave after being presented with work outside of their job scope.

2. SERVICE SCHEDULE

2.1 Our Service Personnel are committed to fulfilling the agreed-upon hours as specified in the service Agreement. Any request for our Service Personnel to extend their working hours beyond the agreed-upon timeframe to accommodate additional tasks will incur an additional charge. This additional charge is prorated based on the hourly rate established for the session, ensuring fairness and transparency in our pricing structure.

2.2 If customers reschedule their session to a different timeslot, it may be subjected to a change in rate which will be disclosed to the customer beforehand.

3. PRICING AND PAYMENT

3.1 All sessions have a minimum duration of 3 hours and even if the Service Personnel finishes before the agreed-upon time, the Customer is obligated to pay for the minimum 3-hour session amount.

3.2 Ritzhelper accepts payment via Debit/Credit Cards through Stripe. Credit/Debit card payments are subject to a processing fee. When the Customer requests the services of a Service Personnel at first instance, the Customer will be asked to provide Ritzhelper with valid credit/debit card payment details to pay for the services requested through Ritzhelper. By providing the Customer credit/debit card payment details, the Customer agrees to allow Ritzhelper to store the Customer credit/debit card payment details with Ritzhelper and/or Ritzhelper authorised third party payment service provider for processing purposes.

3.3 All prices and quotations are in Singapore dollars (SGD) and include GST where applicable.

4. CUSTOMER RESPONSIBILITIES

4.1 Customer must provide their own cleaning equipment and materials for our Service Personnel to use. All provided equipment must be safe and functional. If our Service Personnel cannot work due to faulty equipment provided by the Customer, Ritzhelper will not be liable for any complaints, and cancellation charges will apply in accordance with our cancellation policies.

5. CANCELLATION AND TERMINATION

5.1 Ritzhelper reserves the right to discontinue service without prior warning for customers with frequent cancellations and reschedules

5.2 When engaging Ritzhelper for recurring cleaning packages, the Customer agrees to complete a minimum of 4 sessions before terminating the package.

5.2.1 If the Customer terminates a recurring package before completing four scheduled cleaning sessions, Ritzhelper reserves to impose a SGD50 early termination fee.

6. LIABILITY

6.1 For general home cleaning services, in case of confirmed damage caused by Service Personnel, Ritzhelper will attempt to repair the item at its cost. If the item can't be repaired, we will rectify the problem by crediting the Customer with the item's present actual cash value toward a like- replacement, upon payment of the service. The maximum compensation is SGD 200.

ANNEX B: HOME DEEP CLEANING SERVICES

1. SERVICES PROVIDED

1.1 By engaging the Home Cleaning services of Ritzhelper Customers acknowledge and accept our scope details as outlined on our website and agree not to assign tasks outside of our scope to our service personnel.

1.1.1 All quotations are based on a maximum of 4 servicing hours. Any service exceeding this duration will incur additional costs and any service below this duration will not be eligible for a discount or reduction in cost.

2. PRICING AND PAYMENT

2.1 Ritzhelper sends out service invoices within 48 hours after the session for one-time (ad hoc) cleaning sessions.

3. SERVICE PROVIDER RESPONSIBILITIES

3.1 Cleaning materials are provided by RitzHelper for deep cleaning service, and their usage is optional for the Customer. The quotation remains unchanged, whether the Customer opts for the supplied cleaning materials or not.

4. LIABILITY

4.1 In the case of confirmed damage to the customer's property caused by Service Personnel, Ritzhelper will attempt to repair the item at its cost. If the item can't be repaired, we will rectify the problem by crediting the Customer with the item's present actual cash value toward a like- replacement upon payment of the service. Maximum compensation is SGD 200.