

Service Partner Agreement – RColorcraft

This Service Partner Agreement sets out the detailed terms and conditions governing the association between **RColorcraft** and the **Painting Professional / Service Partner**

By accepting any work assignment, logging into the RColorcraft Partner App, or commencing any service, the Partner agrees to comply with all terms stated herein.

1. Nature of Relationship

1.1 Independent Contractor Status

The Partner is engaged as an **independent service provider** and not as an employee, agent, or representative of RColorcraft. Nothing contained in this Agreement shall be construed as creating an employer–employee, partnership, or joint venture relationship.

1.2 No Employment Benefits

The Partner shall not be entitled to any employment-related benefits including PF, ESI, gratuity, leave, or insurance unless expressly mentioned.

1.3 Work Flexibility

The Partner has the sole discretion to accept or reject any project lead shared by the Company, subject to availability and suitability.

2. Onboarding, Verification & Painting Standards

2.1 Skill Assessment

The Partner must demonstrate professional-level skills including but not limited to:

- Surface cleaning and preparation
- Putty application and levelling
- Primer application
- Final coat finishing and texture uniformity

2.2 Mandatory Verification

Submission of valid **Aadhaar Card**, address proof, and background verification is compulsory. The Company reserves the right to suspend or terminate the Partner if verification fails.

2.3 Standard Operating Procedures (SOP)

All services must strictly follow RColorcraft SOPs, including:

- Mandatory sanding before primer application
 - Prescribed drying and curing times
 - Use of approved tools, techniques, and materials
- Deviation from SOP may lead to rejection of work and non-payment.
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3. Property Protection & Worksite Safety

3.1 Pre-Service Protection Measures

Before commencing work, the Partner must ensure:

- Furniture, flooring, fixtures, switches, and appliances are fully masked
- Plastic sheets, masking tapes, and coverings are properly secured

3.2 Safety Equipment & Uniform

The Partner must wear the clean **uniform/apron** at all times and use safety harnesses, helmets, gloves, and ladders as required, especially for high-rise or exterior work.

3.3 Hazard Control

Paints, thinners, and chemicals must be handled and stored safely. Smoking, fire, or flammable activity near the site is **strictly prohibited**.

4. Payouts, Commission & Material Handling

4.1 Payment Release

Payments shall be processed only after:

- Completion of work as per scope
- Customer inspection and sign-off
- Internal quality approval
- The payment will be reflected in your wallet, and the credit will be completed within one week.
- All applicable statutory deductions (such as TDS, if any) will be applied separately in accordance with prevailing laws and regulations.

4.2 Material Responsibility

If materials are supplied by RColorcraft:

- Zero wastage policy applies
- Theft, damage, or misuse shall be recovered from payouts

- Any excess or unused material must be returned
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5. Data Privacy & Customer Interaction

5.1 Limited Data Use

Customer details are shared strictly for service execution purposes. Storage, sharing, or misuse of customer data is prohibited.

5.2 No Post-Service Contact

The Partner shall not contact customers after project completion for personal or promotional purposes.

5.3 Strict No Direct Dealing Policy

Offering private services, exchanging personal contact details, or soliciting future work directly from RColorcraft customers is a serious breach and will result in:

- Immediate blacklisting
 - Forfeiture of pending payments
 - Legal action, if required
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6. Quality Assurance, Guarantee & Rework

6.1 Inspection & Complaint Window

If issues such as uneven finish, paint drips, patches, or peeling are reported within **[2] days**, the Partner must resolve them **free of cost**.

6.2 Mandatory Site Cleanliness

Upon completion, the Partner must ensure:

- Removal of debris and paint stains
- Clean and usable handover of the premises

Failure may result in deductions.

7. Code of Conduct

7.1 Professional Behaviour

The Partner must maintain polite, respectful, and professional conduct with customers, neighbors, and society staff.

7.2 Punctuality

Timely arrival and adherence to committed schedules is mandatory.

7.3 Zero Tolerance Policy

Consumption of alcohol, tobacco, or drugs at the customer site will lead to **immediate termination**.

8. Platform Fee

The Platform Fee is charged to cover the operational, technical, and administrative support provided through our platform. This fee ensures smooth execution, quality control, and end-to-end service facilitation for all assigned projects.

The Platform Fee includes, but is not limited to, the following services:

- **Technology & System Access:**
Access to our digital platform for project allocation, job tracking, payment processing, and communication.
- **Lead Generation & Project Allocation:**
Sourcing customer requirements, validating leads, and assigning projects based on availability, skill set, and service location.
- **Customer Coordination & Support:**
Centralized customer communication, scheduling support, issue handling, and service follow-ups to ensure customer satisfaction.
- **Quality Monitoring & Compliance:**
Oversight of work quality, adherence to defined service standards, timelines, and safety guidelines.
- **Billing & Payment Processing:**
Invoice generation, payment collection from customers, wallet reflection, reconciliation, and settlement processing.
- **Administrative & Operational Support:**
Documentation, reporting, dispute resolution, and operational assistance required for seamless service delivery.

The Platform Fee is deducted as per the applicable structure communicated from time to time and is non-refundable once services are initiated.

In addition to the Platform Fee, a **Management Fee** will be charged for comprehensive managerial and operational oversight provided for each project.

The Management Fee covers the following responsibilities:

- **Project Management & Coordination:**
Planning, supervision, and coordination of assigned projects to ensure timely and efficient execution.
- **Resource & Workforce Management:**
Allocation, monitoring, and performance management of manpower involved in the project.
- **Process Control & Escalation Handling:**
Monitoring workflows, addressing operational challenges, and resolving escalations during project execution.
- **Compliance & Risk Management:**
Ensuring adherence to company policies, statutory requirements, and risk mitigation measures.
- **Reporting & Performance Review:**
Regular tracking of project progress, service outcomes, and performance evaluation.

The Management Fee of **5%** is calculated on the project value and will be deducted from the payable amount as per agreed terms.

9. Safety Protocols & Health Guidelines

9.1 Personal Protective Equipment (PPE)

Use of masks, gloves, sanitizers, and other safety gear is mandatory at all times.

9.2 Health Disclosure

The Partner must inform the Company if unwell or exposed to contagious diseases and must not accept work while unfit.

9.3 Unsafe Environment Clause

The Partner has the right to refuse service if:

- Site conditions are unsafe
 - There is any threat or harassment
Such incidents must be reported immediately.
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10. Insurance & Liability

10.1 Property Damage Responsibility

Any accidental damage caused to customer property during service shall be the Partner's sole responsibility.

10.2 Insurance Coverage

While the Company may offer limited accidental insurance, limited insurance coverage will be provided by the company only to regular employees who have completed a minimum of three (3) years of continuous service, the Partner is advised to maintain personal health and liability insurance.

11. Non-Solicitation & Anti-Circumvention

11.1 No Direct Bookings

The Partner shall not accept direct payments or future work from customers introduced via RColorcraft.

11.2 Penalty & Legal Action

Any attempt to bypass the platform will result in:

- Immediate termination
 - Recovery of losses
 - Potential legal proceedings
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12. Termination

12.1 Grounds for Termination

RColorcraft reserves the right to terminate the partnership without notice in cases of:

- Low customer ratings
 - Theft or material misuse
 - SOP violations
 - Direct dealing with customers
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For any issues or concerns of any nature, please contact our support team at the designated contact number. We are committed to providing a prompt and effective resolution

Acceptance

By logging into the RColorcraft Partner App, accepting any job, or commencing service, the Partner confirms that they have read, understood, and agreed to abide by all the above terms and conditions. Any amendments to RColorCraft's rules or policies will be notified to you through email, and you shall be bound to adhere to the revised terms.

