**I forgot my password, how can I reset it? >** Go to květ.de and click on "Login" in the upper right corner. On the next page click on "Forgot your password?" Then enter your e-mail address and finally click on "Reset password". We will email you a link that will allow you to create a new password. If you do not receive this e-mail, please check if it has landed in your spam folder. It may take 5-20 minutes for you to receive the e-mail. Please avoid clicking multiple times - this will block the automatic process.

**How can I change my personal information such as address, telephone number, e-mail address? >** Just login to your profile

**What notifications do I receive in my online profile? >** After you log in to your online profile or app, you'll see a variety of notifications on the homepage: notifications of unrelated invoices, customer change requests, and customer cancellations or messages. In addition, you will receive additional cleaning offers on the start page in addition to your booking requests. These will receive all appropriate cleaning services close to the customer and can be accepted as needed. We advise you to read and answer your notifications on a regular basis.

**How do I receive a referral bonus?** > Our recommendation program is very simple: As soon as a cleaner with **your personal URL** has registered with **květ služeb**, you will receive a so-called "recommendation bonus" from us **once the person has completed 3 to 5cleanings with 4 to 5star rating from clients**. For more information about referrals, see your referral bonus profile in your online profile.

**How do I change my availabilities? >** You would like to adjust your availability? This is how it works:

1. Open the app and go to "More".
2. Under "Profile", click on "Set availability".
3. Specify your availability individually.

You decide on which days and at which times you would like to receive cleaning offers. Our tip: Customers often book for the hours of 7-9 clock.

**Where can I find my district? >** You would like to see the district of your availability? How it works:

1. Log in to your online profile.
2. Click on "My availabilities"
3. Scroll down to the map.

The red needle marks your current district (radius of 13 kilometers). (Icon = a map)

**How can I find my postcode?** > Use Google map to search your current location and look up your postal code on the DPD zipcode overview online.

**How can I change my postal code areas? >** Login to your profile

**How can I add a longer break? >** To put a longer break in your profile, go to your online profile on "Vacation (time out)" and click on the blue button "Vacation (time out) add". Now you can specify the start date and end date of your time-out. If you click on "Orders affected", you will see an overview of all orders that were booked during your break. We recommend that you register the longer break at least two weeks in advance, so that we can arrange for possible assignments to other cleaners. Your customers will then be automatically informed by e-mail of your absence. With this email your customers have the opportunity to request a replacement. The general booking with your regular customer remains. All bookings after your registered vacation take place as usual (except customer cancellations).

**How can I add a time out? >** you need further help? Could we not answer your question? Do not worry, you are welcome to contact us for more information Contact us

**Who can view my external profile? >** Your profile can only be viewed via the květ platform.

**How can I edit my external profile? >** You want a change in your external profile? Write us a message to [info@kvetsluzeb.de](mailto:info@kvetsluzeb.de) or [info@kvetsluzeb.cz](mailto:info@kvetsluzeb.cz) and we take care of your request.

**I want to set my own price. How exactly does it work? >** As a service provider, you can decide on the Květ platform how much a customer pays for your cleaning per hour. Therefore, there is now the possibility to adjust your customer price in your online profile under "My prices". Just try it out and change the price in 10-cent amounts in the first box for single and regular orders. The květ support team will be happy to help you with any questions.

**Where can I change my price? >** In your online profile you will find the section "My prices". To adjust your price, just follow this link:

For Germany:

Online profile: <https://www.kvet.de/providers/my_prices>

App: <https://www.kvet.de/mobile/provider/my_prices>

For Czech Republic

Online profile: <https://www.kvet.cz/providers/my_prices>

App: <https://www.kvet.cz/mobile/provider/my_prices>

**How do I know which price fits my service? >** You can set your hourly rate on the květ platform - conveniently online in your profile under "My Prices". Here you can get help, eg what price other cleaning staff with a similar profile in your region have set. Basically, you can freely decide and judge. If you want, květ will be happy to help.

**What can I do if I do not receive any / few cleaning offers at my new price? >** There are many reasons for this: For example, customers in your area may be used to other prices. Our recommendation: Just take a look at your profile in the board for additional cleaning requests! There you will find more offers - but at a lower hourly rate. Of course, you can also accept these.

**When should I increase my price? >** For a price increase, many factors can play a role. Tests have shown that customers often associate better quality of cleaning, punctuality or reliability with a higher price. If you want to increase your price, the following questions can help you:

**How can I delete my profile? >** You no longer want to order from květ and want to delete your profile? Send us a message requesting a data deletion with the email address registered with us: [info@kvetsluzeb.com](mailto:info@kvetsluzeb.com).

**What happens to my data after deleting the data? >** As soon as you have sent us an e-mail asking you to delete your profile, the process of deletion is initiated. In individual cases, however, this process can take up to 3 months.

If the conditions for the deletion of your data are present, you will receive a new message or confirmation of the deletion.

Please note that deletion of your data is only possible if

1. all outstanding invoices have been processed,
2. no open collection procedures exist,
3. no claim notification is in progress,
4. other clarifications regarding customer feedback are still pending, and
5. There are no more recommendations in the activation process.

If none of these points are open, your data will be removed from the system and you will receive a new message with the final confirmation of deletion.

However, if there are currently active invoice requests, we ask you to edit them immediately. Otherwise these invoices will automatically be canceled after a period of 21 days (this may result in cancellation fees / processing fees) and the contractual relationship between you and květ služeb ends.

Associated with this, an automatic cancellation takes place from the newsletter.

In addition, we point out that after the data deletion you no longer have access to the květ platform and thus the invoices for your tax return are no longer available. We recommend that you download all invoices already.