

3) KYC DETAILS*

☐ Provide KYC document (Attach photocopies of the following documents and produce the original copies of these documents for verification)

Document for proof of Identity

Document Identification No

Document for proof of Address

Document Identification No

4) HIGHEST QUALIFICATION* Please tick (✓) in appropriate box.

☐ 8th Class

☐ Matric

☐ Intermediate

☐ Graduation (BA, B.Com, B.Sc, etc)

☐ Post Graduation (MA, M.Com, M.Sc, etc)

5) WORKING EXPERIENCE* Please tick (✓) in appropriate box.

☐ 0-2 Years

☐ 2-5 Years

☐ 5-10 Years

☐ 10-15 Years

☐ Others _____

6) PREFERRED SERVING LOCATION

City _____, State _____, Pin Code _____

Location (1) _____

Location (2) _____

Location (3) _____

Location (4) _____

Signature of Applicant _____

(2)

7) Expert's Technical Category and Sub-category

Please tick (✓) in appropriate box.

☐ **AC & Appliances Repair:**

- | | | |
|--|---|--|
| <input type="checkbox"/> AC Repair & Service | <input type="checkbox"/> Washing Machine Repair | <input type="checkbox"/> Microwave Repair |
| <input type="checkbox"/> Chimney Repair | <input type="checkbox"/> Refrigerator Repair | <input type="checkbox"/> Television Repair |
| <input type="checkbox"/> Geyser Repair | <input type="checkbox"/> Water Purifier Repair | |

☐ **Cleaning:**

- | | | |
|--|--|--|
| <input type="checkbox"/> Bathroom Cleaning | <input type="checkbox"/> Kitchen Cleaning | <input type="checkbox"/> Sofa Cleaning |
| <input type="checkbox"/> Home Cleaning | <input type="checkbox"/> Bungalow Cleaning | |

☐ **Electrician:**

- | | |
|---|--|
| <input type="checkbox"/> Home Wiring & Care | <input type="checkbox"/> Lighting & Decoration |
|---|--|

Signature of Applicant: _____

☐ **Plumber:**

☐ Plumber Service

☐ **Home Painting:**

☐ Home Painting Service

☐ **Carpenter:**

☐ Carpenter Quick Service

Signature of Applicant: _____

8) Terms & Conditions

At Homofix Technologies Private Limited, we prioritize the protection of data for our valued HomOfix Company Experts. To ensure a secure and mutually beneficial environment, we have established the following Acceptable Terms and Conditions (T&C) Policy. This policy encompasses guidelines for Customers, Our Systems, and Unacceptable Behaviours.

- i. Homofix Technologies Private Limited operates as an Aggregator/Marketplace, connecting customers with service professionals, referred to as "HomOfix Company Experts," for seamless service bookings through our platform.
- ii. By registering as a HomOfix Company Expert on our platform, you acknowledge and agree to act as an independent service professional providing home services to customers.
- iii. As a HomOfix Company Expert, you may offer services in various categories, including but not limited to Appliance Repair & Service, Cleaning, Pest Control, Electrician, Carpentry, Plumbing, Home Painting, and more.
- iv. HomOfix Company Experts are expected to deliver exceptional service quality, meeting industry standards and ensuring customer satisfaction. Professionalism and expertise are paramount.
- v. You agree to use the HomOfix Company platform solely for the purpose of receiving service bookings, managing appointments, and communicating with customers. Any unauthorized use is strictly prohibited.
- vi. HomOfix Company Experts are responsible for effectively managing service appointments, ensuring timely arrival, and providing accurate service duration estimates.
- vii. HomOfix Company Experts are expected to conduct themselves professionally and provide services with the highest standards of quality and integrity.
- viii. Timely and effective communication with customers is essential for a positive service experience.
- ix. HomOfix Company Experts are granted access to our platform for the sole purpose of delivering services to customers.
- x. Unauthorized access, modification, or use of our systems for any purpose other than service provision is strictly prohibited.
- xi. Discrimination, harassment, or any form of unethical conduct is not tolerated. HomOfix Company Experts must treat customers and colleagues with respect and fairness.
- xii. Professional and courteous communication with customers is mandatory. Any disputes or issues should be promptly reported to HomOfix Company for resolution.
- xiii. HomOfix Company Experts must comply with all applicable laws and regulations related to their services. Any illegal or unethical activities are strictly prohibited.
- xiv. HomOfix Company Experts must respect the confidentiality of customer information and refrain from disclosing any sensitive details to third parties.

- xv. Homofix Technologies Private Limited reserves the right to update the platform, terms, and conditions as needed. HomOfix Company Experts will be notified of any changes, and continued use implies acceptance of the updated terms.
- xvi. Homofix Technologies Private Limited reserves the right to terminate the association with any HomOfix Company Expert violating the terms and conditions. Violations may result in suspension or permanent removal from the platform.
- xvii. By registering as a Service professional, referred to as "HomOfix Company Expert," you agree and acknowledge that we may collect and utilize your personally identifiable information. This includes your first and last name, mailing or home address, email address, and phone number. This information will be used to contact or identify you for the purpose of completing further registration processes.
- xviii. When logging into the HomOfix Company Expert App, we may request your permission to access your approximate location. This is necessary to verify that the Expert has visited the location specified by the customer for the service booking. We specifically access the HomOfix Company Expert App's location when they update the status to "reached" for the sole purpose of ensuring alignment with the customer-provided service location. The collection of location data is exclusively utilized for this verification process.
- xix. Homofix Technologies Private Limited is committed to safeguarding your privacy, and all collected information is handled in accordance with our Privacy Policy. Users are encouraged to review the Privacy Policy for a comprehensive understanding of how their data is managed and protected.
- xx. Eligibility and Registration for HomOfix Company Experts
 - a) To register as a HomOfix Company Expert, individuals must be at least 18 years old and capable of entering into legally binding contracts under the Indian Contract Act, 1872. Users affirm that all information provided for their account is accurate and commit to promptly updating details in case of any changes.
 - b) To qualify as a HomOfix Company Expert, individuals must possess a minimum of 2 years of working experience or have comprehensive knowledge in their respective technical fields.
 - c) To register as a HomOfix Company Expert, individuals must not have any serious legal cases pending against them.
 - d) HomOfix Company Experts agree to undergo background verification conducted by us.
- xxi. Account Creation and Verification
 - a) Upon successful completion of the background verification, an Expert ID and user credentials will be generated for the registered HomOfix Company Expert.
 - b) HomOfix Company Experts can use their user credentials to log in to the HomOfix Company Expert App and access its features.
 - c) HomOfix reserves the right to modify these registration and expert account creation policies as needed. Users will be notified of any changes, and continued use of the platform implies acceptance of the updated policies.

Signature of Applicant: _____

9) Expert's Settlement Flow

Our settlement process is designed to ensure a smooth and transparent financial flow:

- i. **Transaction Processing:** When a customer avails of a service through our platform, the payment is authorized and processed through a secure payment gateway.
- II. **Aggregator Role:** As an Aggregator/Marketplace, we play a pivotal role to connecting customers with the service professionals through our platform to facilitate service bookings. As part of this role, we handle the collection of payments from customers on behalf of our service professionals. In this capacity, we collect payments from customers on behalf of our service professionals.
- III. **Settlement:** After the service is successfully completed, if the customer pays the booked service amount online, we deduct our platform fees and credit the settlement amount into the Expert Wallet. Conversely, if the customer pays in cash, the company will deduct the platform fees from the Expert's wallet immediately after the booking is completed.
- IV. **Taxes & Fees:** All taxes and fees will apply to all services booked by customers, including add-on services and spare parts required to complete the services. The company will collect and submit the GST on behalf of our service professionals. After the successful completion of the service, if customers pay the booked service amount with GST online, we will deduct our platform fees along with the collected GST amount and credit the settlement amount into the Expert's Wallet. Conversely, if customers pay the booked service amount with GST in cash after the service booking is completed, the company will deduct the platform fees along with the collected GST amount from the Expert's wallet immediately after the booking is completed.
- V. **Expert wallet:** The Expert must maintain a minimum balance of ₹ 1000 in their wallet at all times to consistently receive service booking leads. This balance can be topped up by the Expert through the recharge feature available in the Expert App.
- IV. **Withdrawal Process:** To initiate a withdrawal from their wallet, Service Professionals are required to submit a withdrawal request for the corresponding amount. Service professionals have the flexibility to make up to three withdrawal requests per week.
- V. **Wallet Withdrawal:** Upon receiving a withdrawal request from a service professional's wallet, we promptly process the disbursement to the service professional's designated bank account. This disbursement is typically completed within 24 hours of receiving the withdrawal request.
- VI. **Detailed Reporting:** Service Professionals have access to detailed reports outlining transaction history, settlement details, and fees associated with our platform services.

Signature of Applicant: _____

10) Addon Services and Spare parts

- i. Homofix Company offers an add-on service and spare parts feature through the Homofix Company Expert App, enabling experts to include additional services and necessary spare parts following the completion of a customer's initial booking. Only Homofix Company Experts can add services through the Homofix Company Expert App after receiving confirmation from the customers.
- ii. Homofix Company Experts are prohibited from adding services without customer confirmation; any such violation may result in suspension or permanent removal from the platform.
- iii. This add-on service and spare parts feature empower experts to deliver a more comprehensive service, ensuring customer satisfaction. It also streamlines the process for customers, allowing them to include all necessary services and spare parts in a single service order, eliminating the need for multiple orders.

Signature of Applicant: _____

11) HomOfix Company Expert Agreement and Acceptance of Terms and Conditions

I, _____, hereby acknowledge and confirm my acceptance of the terms and conditions outlined by HomOfix Company. By signing this agreement, I understand and agree to abide by the protocols and procedures set forth by the company.

- i. I have thoroughly reviewed and comprehended the protocols and procedures established by Homofix Technologies Private Limited.
- ii. I confirm that all photocopies of my certificates and identification submitted during the registration process are genuine and accurate.
- iii. I understand that any violation of the company's protocols or any misstatement of facts related to my role as a HomOfix Company Expert may result in disciplinary action.
- iv. I acknowledge that, as a HomOfix Company Expert, I am an independent service professional providing home services to customers.
- v. I commit to delivering exceptional service quality, meeting industry standards, and ensuring customer satisfaction.
- vi. I understand that Homofix Technologies Private Limited reserves the right to conduct background verification to maintain trust and safety.
- vii. I agree to comply with all applicable laws and regulations related to my services, refraining from any illegal or unethical activities.
- viii. I commit to respecting the confidentiality of customer information and not disclosing any sensitive details to third parties.
- ix. I understand that Homofix Technologies Private Limited reserves the right to terminate my association for any violation of the terms and conditions, which may result in suspension or permanent removal from the platform.
- x. I agree to comply with all the terms and conditions of the company.

Full Name: _____

Signature of Applicant: _____ Date: ____/____/____

HomOfix Company Expert's Helper**Declaration Form**Date:

Expert ID: _____

Expert's Technical Category: _____

Please fill the form in BLOCK LETTER only. Fields marked * (star) are MANDATORY.
Please leave one space between words.

FULL NAME DATE OF BIRTH GENDER MARRIED FATHER'S NAME COMMUNICATION
ADDRESS
 CITY
 STATE
COUNTRY PIN CODE ☐ Same as abovePERMANENT
ADDRESS
 CITY STATE
 COUNTRY
PIN CODE Mobile No ☐ Provide KYC document (Attach photocopies of the following documents and produce the original copies of these documents for verification.)

Document for proof of Identity

Document Identification No

I, _____, HomOfix Company Expert, hereby declare that I have appointed _____ as a Helper to help me in my work. The salary and any other benefits for the Helper will be provided solely by me. The company holds no responsibility to pay any salary or provide any facilities to the Helper.

I hereby affirm and declare that the information provided above by me is accurate and true to the best of my knowledge.

Expert Signature _____

Helper Signature _____