

Terms and Conditions for Service Providers

1. Introduction

This document outlines the terms and conditions for individuals registering as service providers on Vitago. By creating an account and using the platform, you confirm that you have read, understood, and agreed to comply with these terms.

Vitago is a digital marketplace that connects private individuals with independent providers of household services. Vitago is not a party to the agreement between the customer and the service provider, but instead provides a technical platform to facilitate contact, booking, and payment.

These terms apply to all assignments performed via the platform and govern your rights, responsibilities, and obligations as a service provider. If you do not accept these terms, you are not permitted to use Vitago's services.

2. About the Vitago Platform

Vitago is a digital platform that connects individuals in need of household services with independent service providers. The platform serves as a marketplace where customers can find, book, and review providers of services such as cleaning, window washing, and other related services.

Vitago provides a technical solution to facilitate communication and payments between the parties, but is not involved in the execution of services. All services are carried out under the sole responsibility of the service provider, who operates as an independent contractor or through a self-employment service.

Vitago does not guarantee assignment availability or that a match will occur within a certain timeframe. The service provider is responsible for creating a professional profile, responding to booking requests, and fulfilling agreed-upon assignments in accordance with the customer agreement.

3. Independent Contractor Status and Contractual Relationship

Service providers are not employees of Vitago but act as independent contractors and are responsible for all communication, pricing, service execution, and any disputes with the customer.

Vitago solely acts as a technical platform and is not a party to the agreement between the customer and the service provider.

Vitago is not responsible for any claims, damages, delays, missed payments, or other consequences arising in the relationship between the customer and the service provider.

By registering as a service provider, you confirm that you operate as a self-employed individual or through a self-employment agency.

Vitago only facilitates the connection between parties and does not assume employer responsibilities. This means we are not responsible for:

- Work management or scheduling of assignments

- Taxes, employer contributions, or social fees
- Disputes between customers and service providers
- Other employer-related obligations

4. Limitation of Liability

Vitago only provides a technical solution to connect customers and service providers. Vitago is not responsible for:

- The quality of services performed
- Damages occurring during assignments
- Misunderstandings or lack of communication between customer and service provider

5. Eligibility Requirements and Work Permits

To use Vitago as a service provider, you must have the legal right to work in Sweden according to applicable laws and regulations. This means that:

- If you are a citizen of a country outside the EU/EEA or Switzerland, you must hold a valid work and/or residence permit entitling you to work in Sweden
- If you are an EU/EEA citizen, you must meet the requirements for the right of residence in Sweden, which includes being employed, self-employed, a student, or having sufficient means to support yourself

By registering on Vitago, you confirm that you meet these requirements. If it is discovered that you do not have the right to work in Sweden, Vitago reserves the right to immediately terminate your account and report the matter to the relevant authorities.

6. Insurance Requirements

Vitago is not responsible for any damage to property or persons that occurs during service delivery. Service providers are fully liable for any damages they cause and commit to compensate the customer accordingly.

The service provider holds full responsibility for executing the service.

All service providers are required to maintain valid liability insurance of at least SEK 1 million to cover personal injury and property damage related to assignments. Proof of insurance may be requested at any time.

Service providers agree to comply with all applicable laws and regulations, including but not limited to tax and labor laws. Vitago is not liable for any legal violations committed by the service provider.

7. Invoicing, Payment, and Tax Handling

Customer invoicing and payment to service providers are handled by a third-party provider, SamEkonomi, which operates as a self-employment service. By using the platform, you agree that Vitago may share your information with SamEkonomi and that you will comply with their terms for receiving payments.

By using the platform, you consent to the following:

- Your compensation will be paid by SamEkonomi after the assignment is completed and approved by the customer
- SamEkonomi is responsible for withholding taxes and contributions in accordance with

Swedish law

Vitago is not responsible for delays or errors in payment caused by SamEkonomi or any other third party.

8. Personal Data Management

By using the platform, you consent to Vitago processing your personal data in accordance with our privacy policy. You also agree that we may share your information with trusted subcontractors and partners in order to provide and improve our services, for example for invoicing, payment, and technical operations.

9. Intellectual Property Rights

All content and material provided by Vitago, including logos, texts, and graphics, are protected by intellectual property rights and may not be used without explicit permission. Vitago reserves the right to publish, hide, or delete reviews without providing justification. All data generated through the use of the platform belongs to Vitago and may be used for analytics, improvements, and commercial purposes in accordance with GDPR.

10. Prohibited Conduct, Fraud, and Account Suspension

Service providers may not, during their engagement through Vitago, engage in discriminatory, threatening, violent, or sexually inappropriate behavior. Such behavior will result in immediate suspension and may be reported to authorities.

It is prohibited to register false information, use someone else's identity, or misrepresent oneself. Vitago reserves the right to suspend or delete accounts in cases of suspected fraud or misrepresentation.

Vitago also reserves the right to immediately suspend or terminate accounts in cases of suspected criminal activity, inappropriate conduct, breach of terms, low service quality, or other behavior that may impact the platform's integrity.

Service providers also have the right to terminate their accounts at any time via their settings on the platform. Ongoing assignments should be completed or resolved in consultation with the customer before termination.

11. Amendments to Terms

Vitago reserves the right to amend these terms and conditions at any time. Changes take effect once published on the platform. Continued use of the platform after such changes constitutes acceptance of the new terms.

12. Force Majeure

Vitago is not liable for failure to fulfill its obligations under these terms if such failure results from events beyond our reasonable control, including but not limited to natural disasters, government actions, strikes, pandemics, or technical disruptions.

13. Governing Law and Dispute Resolution

These terms and conditions are governed by Swedish law. Disputes arising in connection with these terms shall primarily be resolved through negotiation between the parties. If no resolution is reached, the dispute shall be settled by a Swedish court.