

CustomerDetailsandAgreement
For12monthsfromthedateoftheagreement**Detailsofthecustomer:**

InvoiceDate:	2025-07-22
Name:	Ritikka
Address:	M-51,, Rajouri Garden, M-51, Rajouri Garden ,110027, M-51, Rajouri Garden ,110027
Number:	8178227291
AadhaarCardNo:	NA
PANCardNo:	NA
ReplacementCount	0/3

Detailsoftheworker andscopeofwork:

Name of the worker	Manoj kumar mukhiya
AadhaarCardNumberoftheworker	9963-6313- 0499
Date of start of the service	2025-08-11
Number of people at customer's home (And pets,if any)	2 people one dog
House size and floors (Terrace,basements etc.to be mentioned)	3 BHK
Scope of work-Cooking	YES
Scope ofwork-Cleaning	YES
Scope of work-BabyCare	NA
Accommodation for worker(Select)	Commonroom
Working hours and shifts (in hrs.)	10-12Hrs
Monthly salary(in rupees₹)	18500
Worker is satisfied with the accommodation & Washroom arrangement.WORKERSIGN	

UserAgreement**1. Agreementfor ServiceBooking**

BybookingaservicethroughBroomeesIndia,theuser(customer)agreestoanannualserviceagreementwithBroomeesIndia,effectivefromtheservicecommencementdate.




2. Information and Services Provided

Broomees India offer the following information and services:

- Police verification status/report
- Aadhaar verification
- Background verification
- Transportation of the first worker (for full-time/live-in helper only) via a Broomees' biker.
- Provision of worker uniforms
- Assessment for required job skills & soft skills
- Replacement guarantee to the customer

3. Replacement Guarantee

During this agreement, Broomees India guarantees 3 replacements, provided within 15 days from the last worker's release date. If replacement is not provided, a credit note is issued for future services (valid for 6 months).

4. Helper Screening and Training

Helpers undergo rigorous screening through police verification, Aadhaar authentication, and testimonials. All Broomees helpers go through a series of assessments.

5. Service Standards and Liability

Broomees India provides industry-standard verified helpers. However, Broomees is not liable for incidents like theft or damages. Assistance in police complaints is offered, with helper blacklisting, if needed.

6. Customer Conduct

By agreeing to this contract, customers commit to treating helpers appropriately and refrain from mental or physical harm.

Helper Well-being

Helpers are entitled to timely meals, clean sleeping quarters, and mandated rest breaks as per labour laws.

7. Paid Leaves

Helpers are granted 2 paid leaves each month, with the option to encash them, if not utilised.

Payment against the un-

utilised leaves shall be paid to Broomees along with the salary of the worker at the month's end.

Exclusively, the salary of a Japa helper is paid in advance, i.e., before the start of the services' tenure. Japa Helpers are not recommended to take any leave in the first month. However, the customer must provide them with 2 leaves at the end of the first month or encash the same to them, before the next month commences.

8. Scope of Work

Services beyond the agreed scope are subject to worker agreement, with additional costs borne by the customer.

9. Transportation Charges

Post initial provision, transportation incurs charges of Rs. 500 (New Delhi) or Rs. 1000 (Gurgaon & Noida).

10. Confidentiality

Introductions remain confidential. Introducing a worker to a third-party may lead to termination of the original agreement.

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BroomeesIndiaPvtLtdh
http://broomees.com/
+918401840142

11. Monthly Charges

Monthly charge for work is in 18500 INR per month, adhering to standard working hours.

12. Payment Obligations

Monthly salary must be paid for the number of days the worker has worked. The salary will not be altered once decided.

13. COVID-19 Safety

Broomees may request COVID-19 test reports or vaccination certificates from the customer.

14. Verification Requirements

Broomees will require ID and address proof of the customer for safety of the worker.

15. Health Matters

Addressing worker health matters is the customer's responsibility. The customer needs to provide the basic health checkup and medication facility to the worker.

16. Travelling/Vacation

In case the customer needs to travel or go on a vacation, then a written approval from Broomees is required to take the worker along, given the worker is okay with the same.

If the worker is not okay, then Broomees can provide accommodation and food to the worker in its centre for maximum 4 days and the following expenses should be borne by the customer:

1. Salary of the worker
2. Rs500/day lodging and food expense of the worker
3. Transportation charges—Rs500/side for Delhi & Rs1000/side for Noida/Gurgaon

If the worker is sent for more than 4 days, then Broomees will place the worker at some other customer's place and replacement will be given to the customer when the customer returns.

Refund and Replacement Policy

1. Replacement Criteria

Replacements are provided if the helper:

- Lacks necessary skills
- Refuses to work
- Exhibits behaviour or medical issues impacting work or safety

2. Replacement Terms

- Maximum replacements allowed will be 3.
- If a worker is going on a leave for less than or equal to 5 days, then no replacement will be given. However, a day time worker or a substitute worker can be aligned subject to availability.
- If the worker is going on a leave for more than 5 days, then on customer's request, a permanent replacement will be given to the customer following the general replacement timeframe.
- Replacements incur no additional costs, however, transportation charges apply. For: Delhi
i- ₹500 per Pick and Drop
Gurgaon- ₹1000 per Pick and Drop
Noida- ₹1000 per Pick and Drop

3. Refund Eligibility

A refund will be considered if a relevant replacement profile that is ready to join is not shared within a timeline

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mentioned by your relationship manager. Deductions for the used period and expenses apply, & the refund will be issued as a Credit Note, valid for 6 months.

4. No Replacement/Refund

Replacement/refund is void if the worker is mistreated, salary is renegotiated with the worker after joining, the customer relocates, customer hires from elsewhere, customer does not choose from the replacement options provided, customer cancels the booking or if frequent work changes.

5. Modification of Job Description

If the modified job description may incur charges, old booking refund is inapplicable.

6. Replacement Salary

The replacement candidate's salary can't be less than the previous monthly salary.

7. Jurisdiction

All issues under Delhi jurisdiction.

8. Termination

Broomees cannot terminate the agreement, charging flat Rs. 1,000 for training, quality and safety.

This agreement outlines terms comprehensively, ensuring a mutually beneficial service experience.



Authorised Signatory
Broomees India Pvt. Ltd.

Authorised Signatory
Customer

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