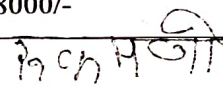


**CustomerDetailsandAgreement**  
**For12monthsfromthedataoftheagreement**

**Detailsofthecustomer:**

InvoiceDate:	2024-01-25
Name:	<b>Jitendra Jangir</b>
Address:	2nd Floor 1036 Sec 40, Gurgaon - 122001
Number:	8511036218
AadhaarCardNo:	
PANCardNo:	
ReplacementCount	/3

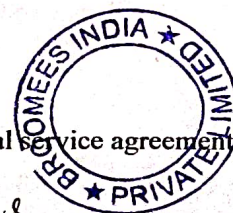
**Detailsoftheworkerandscopeofwork:**

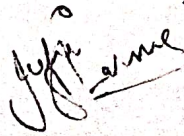
Nameoftheworker	Rukmani
AadhaarCardNumberoftheworker	8849 7995 3282
Dateofstartoftheservice	22 -MAY-2024
Numberofpeopleatcustomer'shome (Andpets,ifany)	2 People
Housesizeandfloors (Terrace,basementsetc.tobementioned)	2 BHK
Scopeofwork-Cooking	YES
Scopeofwork-Cleaning	YES
Scopeofwork-BabyCare	NO
Accommodationforworker(Select)	Privateroom//Commonroom
Workinghoursandshifts(inhrs.)	10-12HRS
Monthllysalary(inrupees₹)	18000/-
Workerissatisfiedwiththeaccommodation& washroomarrangement. WORKERSIGN	

**UserAgreement**

**1. AgreementforServiceBooking**

By booking a service through Broomees India, the user (customer) agrees to an annual service agreement with Broomees India, effective from the service commencement date.







# BROOMEES

BroomeesIndiaPvtLtd  
<http://broomees.com/>  
+918401840142

## 2. Information and Services Provided

Broomees India offers the following information and services:

- Police verification status/report
- Aadhaar verification
- Background verification
- Transportation of the first worker (for full-time/live-in help 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, Aadhar 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.

## 7. Helper Well-being

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

## 8. 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.

## 9. Scope of Work

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

## 10. Transportation Charges

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

## 11. Confidentiality

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



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## 12. Monthly Charges

Monthly charge for work is in INR 18000 per month, adhering to standard working hours.

## 13. Payment Obligations

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

## 14. COVID-19 Safety

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

## 15. Verification Requirements

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

## 16. 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.

## 17. Travelling/Vacation

In case the customer needs to travel or going 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/day for Delhi & Rs1000/day 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 a replacement will be given to the customer when 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 worker's 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 time frame.
- Replacements incur no additional costs, however, transportation charges apply. For:

Delhi - ₹ 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 5 days from the last Helper's release. Deductions for the used period and expenses apply, & the refund will be

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*Subi*



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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 option(s) provided, customer cancels the booking or if scope of work changes.

#### 5. Modification of Job Description

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

#### 6. Replacement Salary

The replacement candidate's salary can't be lower than the previous month's salary.

#### 7. Jurisdiction

All issues under Delhi jurisdiction.

#### 8. Termination

Broomees can 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  
BroomeesIndiaPvtLtd.

Authorised Signatory  
Customer

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*Signature*