

Customer Details and Agreement
For 12 months from the date of the agreement

Details of the Customer:

Invoice Date:	2024-10-05
Name:	Ankur Walia
Address:	C 1128 FF, Ansal Esencia, Sec 67, Gurugram - 122101
Primary Contact No.:	9871492866
Aadhaar Card No:	9780 8148 6168
PAN Card No:	NA
Replacement Count	0/3

Details of the worker and scope of work:

Name of the worker	Rani Kumari
Aadhaar Card Number of the worker	7105 1167 2015
Date of start of the service	2025-05-30
Number of people at customer's home (And pets, if any)	4 People
House size and floors (Terrace, basements etc. to be mentioned)	3BHK
Scope of work - Cooking	YES
Scope of work - Cleaning	YES
Scope of work - Baby Care	NA
Accommodation for worker (Select)	YES
Working hours and shifts (in hrs.)	12hrs
Monthly salary (in rupees ₹)	20,000
Worker is satisfied with the accommodation & washroom arrangement. WORKER SIGN	

User Agreement

1. Agreement for Service Booking:-

By booking a service with Broomees India, you agree to enter into an annual service

agreement, which shall become effective from the date of commencement of services.

2. Information and Services Provided:-

Broomees India offers the following information and services:

- Police Clearance Certificate
- Aadhaar verification
- Background checks
- Transportation of the first worker (for full-time/live-in helpers only) via a Broomees Rider.
- Provision of worker uniforms
- Assessment for required skills & soft skills
- Replacement guarantee to the customer

3. Replacement Guarantee:-

During the term of this Agreement, Broomees India guarantees up to 3 **replacements**, which will be provided within the turnaround time as assured by the Relationship Manager in written terms. If a replacement is not provided within the agreed TAT, a credit note will be issued for future services, valid for 6 months.

4. Helper Screening and Assessment:-

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

5. Service Standards and Liability:-

Broomees India provides industry-standard assessed 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, the customer commits to treating helpers with respect and ensuring they are not subjected to any form of 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 entitled to 2 paid leaves per month, with the option to encash unused leaves. Payment for unutilised leaves shall be made to Broomees along with the worker's salary at the end of each month.

For Japa helpers, salaries are payable in advance, before the commencement of their service tenure.

Japa helpers are not advised to take any leave during the first month of service.

9. Scope of Work:-

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

10.



11. **Transportation Charges:-**
Post initial provision, transportation charges of ₹500 (New Delhi) or ₹1000 (Gurugram and Noida) will apply.
12. **Confidentiality:-**
Introductions remain confidential. Introducing a worker to a third party may lead to the termination of the original agreement.
13. **Monthly Charges:-**
Monthly charge for work is in 20,000 INR per month, adhering to standard working hours.
14. **Payment Obligations:-**
Monthly salary will be paid based on the number of days the worker has worked. Once decided and agreed upon, the salary will not be changed.
15. **Verification Requirements:-**
Broomees will require ID and address proof of the customer for the 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:-**
If the customer needs to travel or go on vacation, then written approval from Broomees is required to take the worker along, provided the worker is okay with it.

If the worker is not okay then Broomees can provide accommodation and food to the worker in its centre for a maximum of 4 days and the customer should bear the following expenses:
 1. Salary of the worker
 2. ₹500/day will be charged for the worker's lodging and food expenses.
 3. Transportation charges – ₹ 500/side for Delhi & ₹ 1000/side for Noida/Gurugram
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 the customer returns.
18. **Clearance of Previous Helper's Salary:-**
The Customer must clear the previous helper's salary before the new or replacement helper joins. Failure to do so will delay the assignment, and no replacement will be provided until the dues are settled.

Refund and Replacement Policy

1. **Replacement Criteria:-**
Replacement is provided if the helper:
 - Lacks the necessary skills
 - Refuses to work
 - Exhibits behaviour or medical issues affecting work or safety.



2. Replacement Terms

- Maximum replacements allowed will be 3.
- If a worker is going on 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 leave for more than 5 days then on customer's request, a permanent replacement will be given to the customer following the replacement time frame.

3.

4. Refund Eligibility:-

A refund will be considered if a ready-to-join replacement profile is not shared within the timeline specified by your Relationship Manager. Deductions for the utilised period and expenses will apply, and the refund will be issued as a credit note valid for 6 months.

5. No Replacement/Refund:-

Replacement or refund is void if the worker is mistreated, salary renegotiated post-joining, the customer relocates, hires elsewhere, rejects provided replacements, cancels the booking, or alters the scope of work.

6. Modification of Job Description:-

Job description modifications may incur charges, with no refund on the original booking.

7. Replacement Salary:-

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

8. Jurisdiction:-

All disputes are subject to Delhi jurisdiction.

9. Termination:-

Broomees reserves the right to terminate the agreement, applying a flat charge of ₹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 Name