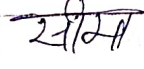


Customer Details and Agreement
For 12 months from the date of the agreement

Details of the Customer:

Invoice Date:	2025-07-16
Name:	Palak Bhardwaj
Address:	HOME: ED-26/B, 1st floor, 1st, ED block, ED, Pitampura, Delhi— 110034
Primary Contact No.:	8178519128
Aadhaar Card No:	725 1641 4794
PAN Card No:	NA
Replacement Count	0/3

Details of the worker and scope of work:

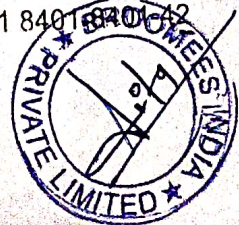
Name of the worker	Gima
Aadhaar Card Number of the worker	9689 6969 2190
Date of start of the service	2025-08-07
Number of people at customer's home (And pets, if any)	6 People
House size and floors (Terrace, balcony etc. to be mentioned)	1 BHK
Scope of work - Cooking	YES
Scope of work - Cleaning	YES
Scope of work - Baby care	NA
Accommodation for worker (Select)	NO
Working hours and shifts (in hrs.)	12hrs
Monthly salary (in rupees ₹)	19,500
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





agreed to be effective from the date of commencement of services.

2. Information and Services Provided:-

Broomees India provides the following information and services:

- Police & Character Certificate
- Aadhar 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 are screened 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 accidents or damages. Assistance in police complaints is offered, with helper blacklisting if applicable.

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.

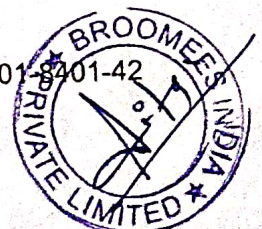
7. Helper Welfare:-

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

8. Paid Leaves:-

Helpers are entitled to 2 paid leaves per month, with the option to encash unused leaves. Payment for unused leaves shall be made to Broomees along with the worker's salary at the end of each month.

For full-time helpers, leaves are payable in advance, before the commencement of their service tenure. Just 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. **Transportation Charges:-**

Post initial provision, transportation charges of ₹500 (New Delhi) or ₹1000 (Gurgaon and Noida) will apply.

11. **Confidentiality:-**

Introduction is strictly confidential. Introducing a worker to a third party may lead to the termination of the original agreement.

12. **Monthly Charges:-**

Monthly charge for work is in 19,500 INR per month, adhering to standard working hours.

13. **Payment & Salary:-**

Monthly salary will be based on the number of days the worker has worked.
Once decided and agreed upon, the salary will not be changed.

14. **Verification Requirements:-**

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

15. **Health Matters:-**

Advising work or 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:-**

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 customer needs to travel, Broomees will provide accommodation and food to the worker in it. Extra for more than 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 out 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.

17. **Clearance of Previous Helper's Salary:-**

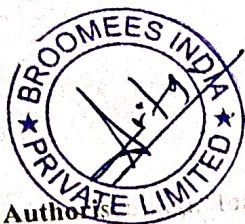
The Customer must clear the previous helper's salary before the new or replacement helper joins. Failure to do so will delay the assignment, and no replacement will be provided until the dues are settled.

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**
 - Minimum replacement allowed will be 1.
 - 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. **Refund Policy**
A refund of ₹1,000 for a ready-to-go 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.
4. **No Replacement Refund:-**
Replacement or refund is void if the worker is mistreated, salary renegotiated post-joining, the customer complains elsewhere, rejects provided replacements, cancels the booking, or alters the worker's work.
5. **Modification of Job Description:-**
Job description modifications may incur charges, with no refund on the original booking.
6. **Replacement Salary:-**
The replacement worker's salary can't be lower than the previous monthly salary.
7. **Jurisdiction:-**
All disputes are subject to Delhi jurisdiction.
8. **Termination:-**
Broomees reserves the right to terminate the agreement, applying a flat charge of ₹1,000 for training, utility and safety.

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



Authorised Signatory
Broomees India Pvt Ltd.

[Handwritten Signature]

Authorised Signatory
Customer Name