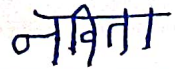


Customer Details and Agreement
For 12 months from the date of this agreement

Details of the Customer:

Invoice Date:	2025-07-18
Name:	LAVEENA RASTOGI
Address:	TEMPORARY ADDRESS RZ33 1 Uttam nagar Uttam nagar 110059 near metro pillar no 684
Primary Contact No.:	9211086688 manoj garg /9996 12 111
Aadhaar Card No:	4597 8625 4281
PAN Card No:	NA
Replacement Count	0/3

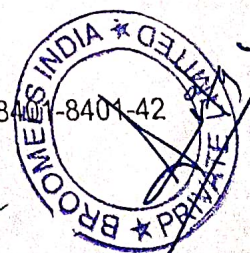
Details of the worker and scope of work:

Name of the worker	Naveta
Aadhaar Card Number of the worker	5958 7333 3333
Date of start of the service	2025-07-18
Number of people at customer's home (And pets, if any)	NA
House size and floors (Terrace, basements etc. to be mentioned)	NA
Scope of work - Cooking	YES
Scope of work - Cleaning	YES
Scope of work - Baby Care	YES
Accommodation for worker (Select)	YES
Working hours and shifts (in hrs.)	12hrs
Monthly salary (in rupees ₹)	40,000
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/japa 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 per the Relationship Manager in written terms. If a replacement is not provided within the agreed time, 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 background checks and assessments.

5. Service Standards and Liability:-

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

6. Customer Conduct:-

By agreeing to this contract, the customer consents to treat helpers with respect and ensuring they are not subjected to any form of harassment 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 provision to encash unused leaves. Payment for unutilised leaves shall be made along with the worker's salary at the end of each month.

For Japa helpers, salaries are payable in advance from 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 customer agreement, with additional costs borne by the customer.

10. Transportation Charges:-

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

11. Confidentiality:-

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

12. Monthly Charges:-

Monthly charge for work is in 20,000 INR per month. Paying to standard working hours.

13. 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 be paid.

14. Verification Requirements:-

Broomees will require ID and address proof of the worker for the 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 medical care for the worker.

16. Travelling/Vacation:-

If the customer needs to travel or go on vacation, prior approval from Broomees is required to take the worker along, provided the worker is comfortable 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 will bear the following expenses:

1. Salary of the worker
2. ₹500/day will be charged for the worker's food and other expenses.
3. Transportation charges – ₹ 500/day for Delhi, ₹ 1000 for Noida/Gurugram

If the worker is sent for more than 4 days then the customer will replace the worker at some other customer's place and a replacement will be provided 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 replacement. The replacement will be provided until the dues are settled.

Refund and Partial



1. Replacement Criteria:-

Replacement is provided if the helper:

- Lacks the necessary skills
- Refuses to work
- Exhibits behaviour or medical issues affecting work

2. Replacement Terms

- Maximum replacements allowed will be 1. If no replacement is aligned subject to availability.
- If a worker is going on leave for less than 7 days, no replacement will be provided. However, a day time worker or a night worker may be aligned subject to customer's request, a replacement time frame.
- If the worker is going on leave for more than 7 days, permanent replacement will be provided.

3. Refund Eligibility:-

A refund will be considered if a replacement is not found within the timeline specified by your Relationship Manager. The refund is not shared within the timeline specified by your Relationship Manager. The refund is valid for 6 months.

4. No Replacement/Refund:-

Replacement or refund is void if the worker is not available, the customer relocates, hires elsewhere, relocates, or alters the scope of work.

5. Modification of Job Description:-

Job description modifications may incur charges. Any renegotiated post-joining, the charges are on the original booking.

6. Replacement Salary:-

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

7. Jurisdiction:-

All disputes are subject to Delhi jurisdiction.

8. Termination:-

Broomees reserves the right to terminate the agreement for poor training, quality, and safety. In case of termination, a flat charge of ₹1,000 for training, quality, and safety.

This agreement outlines terms comprehensively. Broomees India Pvt. Ltd. reserves the right to modify the terms without prior notice. Broomees India Pvt. Ltd. reserves the right to modify the terms without prior notice.



Authorised Signatory
Broomees India Pvt Ltd.

Authorised Signatory
Customer Name

www.broomees.com

SUPPORT

+91 8401-8401-42