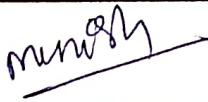


Customer Details and Agreement
For 12 months from the date of the agreement

Details of the customer:

Invoice Date:	2024-05-29
Name:	Prathibha Prahlad
Address:	HOME: Girdhar Apts/28 Ferozshah Road A2 5th Floor, Delhi – 110001
Number:	9844102000
Aadhaar Card No:	7060 6125 9492
PAN Card No:	NA
Replacement Count	0/3

Details of the worker and scope of work:

Name of the worker	Munish
Aadhaar Card Number of the worker	6549 1717 4435
Date of start of the service	2024-11-09
Number of people at customer's home (And pets, if any)	3 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)	Privatcroom// Common room
Working hours and shifts (in hrs.)	10-12 Hrs
Monthly salary (in rupees ₹)	19,000
Worker is satisfied with the accommodation & washroom arrangement. WORKER SIGN	

User Agreement

1. Agreement for Service Booking

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.



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 helpers 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 (Gurugram & Noida).

11. Confidentiality

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

CIN: U74999DL2021PTC376537

Reg office: 586/6, 1st floor, metro station, near Sevindpuri, Sevind Puri, Kalkaji, New Delhi, Delhi 110019



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<http://broomees.com/>
+91 8401840142

12. Monthly Charges

Monthly charge for work is in 19,000 INR 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 expense should be borne by the customer:

1. Salary of the worker
2. Rs 500/day lodging and food expense of the worker
3. Transportation charges – Rs 500/side for Delhi & Rs 1000/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 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 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 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 15 days from the last Helper's release. Deductions for the used period and expenses apply, & the refund will be

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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 monthly 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
Broomees India Pvt Ltd.

Authorised Signatory
Customer

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