

TASKHER LTD

HOMEOWNER TERMS AND CONDITIONS

Please read these terms in conjunction with our Privacy Notice at <https://www.taskher.co.uk/privacy>

1. THESE TERMS

- 1.1 **What these terms cover.** These are the terms and conditions on which we arrange for a trade professional to supply services to you ('**terms**').
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your booking. These terms tell you who we are, how the services will be provided to you, how you and we may change or end the contract, what to do if there is a problem and other important information. Please note that, by placing a booking for the provision of services via our website [www.taskher.co.uk](http://www.taskher.co.uk) (the '**TaskHer Website**') you agree to be bound by these terms. If you think that there is a mistake in these terms, please contact us to discuss.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

- 2.1 **Who we are.** We are TaskHer Ltd a company registered in England and Wales. Our company registration number is 13219460 and our registered office is at 32 Bruce Road, Mitcham, Surrey CR4 2BG. Our registered VAT number is 377505669.
- 2.2 **How to contact us.** You can contact us by telephoning our customer service team at 07925647258 or by writing to us at [hello@taskher.co.uk](mailto:hello@taskher.co.uk) and 32 Bruce Road, Mitcham, Surrey CR4 2BG.
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your booking.
- 2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

3. OTHER BOOKING TERMS

- 3.1 **We only provide the services in areas of the UK where we have tradespeople registered.** The TaskHer Website is solely for the promotion of our services in the UK and areas within the UK where tradespeople have registered with us. Unfortunately, we do not accept bookings from addresses, or perform the services, outside this area. Please use the location function of the TaskHer Website to find the most up to date UK service areas.
- 3.2 **Over 18's.** By placing the booking, you warrant that you are legally capable of entering into binding contracts and you are at least 18 years old.

3.3 **TaskHer tradespeople.** Our service is to arrange for tradespeople (sub-contractors or third party providers) to carry out the services for you on our behalf ('**tradesperson**'). However, the contract for the provision of these services to you and any booking made shall be with TaskHer.

#### 4. **HOW TO BOOK THE SERVICES**

4.1 **Website Booking process.** To place a booking via our Website you should follow the process set out in this clause 4.1 or in more detail on the TaskHer Website ('**Website Booking**'), where you will be guided through this process by a series of instructions and questions about the services. To make a booking:

- (a) you be asked to select the category (e.g. electrics, heating or gas) and sub-category (e.g. powerflush or heating & hot water) of services required;
- (b) we will then provide you with an estimate price for the services ('**Estimate Price**');
- (c) you will then be asked a series of questions to provide any extra information and further describe the service required as accurately and fully as possible including:
  - (i) whether you or the tradesperson will supply the required parts or materials (the '**Materials**');
  - (ii) uploading any images which could assist the tradesperson in completing your job;
  - (iii) picking a selection of different suitable dates and times for a tradesperson to attend your property (subject to their availability) to carry out the services;
  - (iv) entering your contact details (e.g. name, phone number, email, address);
- (d) you will be redirected to Stripe UK, our payment service provider partner, to enter your payment details. No payment will be taken from you until after completion of the services. Please see clause 13 for further details on how we will charge you for the services;
- (e) once you have entered your payment details you will be redirected back to the TaskHer Website, where you will be provided with a copy of our terms for your review; and
- (f) if you are happy to proceed you may then accept our terms and confirm your booking by pressing the "confirm this booking" button.

4.2 **At this point your order is not confirmed.** Once you have submitted your Website Booking, we will share the details of your Website Booking and your location with tradespeople in order to allocate the booking to a tradesperson in your area.

**No contract shall come into force until we accept the booking in accordance with clause 4.3.**

4.3 **How we will accept your booking.** Once a tradesperson has agreed to one of your time slots, and the date of your booking, we will email you with an order acknowledgment detailing the services that you have booked and the agreed date and time. Details of your booking may also be available on your account page of the TaskHer Website.

Our acceptance of your Website Booking will take place when we have emailed you, at which point a contract will come into existence between you and us.

4.4 **If we cannot accept your booking.** If we are unable to accept your Website Booking, we will inform you of this in writing and will not charge you. This might be because of:

- (a) unexpected limits on our resources which we could not reasonably plan for; or
- (b) we have identified an error in the price or description of the services or your order; or
- (c) we are unable to meet a performance date you have specified; or
- (d) there are no available tradespeople in your area.

4.5 **Appointment notice.** The tradesperson will endeavour to contact you before the time slot for your appointment, in order to provide you with a more accurate estimated time of arrival, to carry out the services.

4.6 **Reserved rights.** We reserve the right to:

- (a) restrict bookings or appointments in certain areas;
- (b) withdraw our services to you if you are not at home when we, or a tradesperson, visit to carry out your appointment; and
- (c) modify or withdraw, temporarily or permanently, the TaskHer Website (or any part thereof) with or without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the TaskHer Website.

4.7 **Supply of Services.** We shall, or shall procure that each tradesperson shall:

- (a) provide the services in accordance with the Website booking;

- (b) use all reasonable endeavours to meet any performance dates notified to you in writing; and
- (c) perform the services with a reasonable level of care, skill and diligence.

## 5. YOUR RIGHTS TO MAKE CHANGES

If you wish to make a change to the service you have booked please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the service, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see clause 8 - your rights to end the contract).

## 6. OUR RIGHTS TO MAKE CHANGES OR CANCEL AN APPOINTMENT

6.1 We may be prevented from carrying out our obligations under the contract by circumstances beyond our reasonable control including, but not limited to:

- (a) cancellation by the tradesperson; or
- (b) an event or delay caused by, or arising from or in relation an epidemic or pandemic of the disease known as coronavirus disease (COVID-19) and the virus known as severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2),

in which case we shall notify you in writing of, and the reasons for, such cancellation.

6.2 If we are prevented from carrying out our obligations as described in clause 6.1 above, then our liability to you shall be limited to the amounts already paid by you to TaskHer at the time of the cancellation by us.

6.3 **Revised date of appointment.** Where the date of an appointment is to be revised the customer services team will call you or email you to provide you with available dates and times for the appointment. Please note that you are entitled to accept or reject any revised date or time at this point and the intention is to find another date or time which is specifically suitable for you.

## 7. PROVIDING THE SERVICES

7.1 **When we will provide the services.** We will begin the services on the date agreed with you during the Website Booking process.

7.2 **We are not responsible for delays outside our control.** If our supply of the services is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial

delay you may contact us to end the contract and receive a refund for any services you have paid for but not received.

- 7.3 **If you do not allow us access to provide services.** If you do not allow us access to your property to perform the services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract and clause 10.2 will apply.
- 7.4 **What will happen if you do not give required information to us.** During the booking process, you will be required to give us certain information so that we can supply the services to you, for example, the location of the gas meter in your property. We or a tradesperson will contact you in writing to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract (and clause 10.2 will apply) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the services late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
- 7.5 **Reasons we may suspend the supply of services to you.** We may have to suspend the supply of services due to:
- (a) technical problems or to make minor technical changes;
  - (b) changes in the relevant laws and regulatory requirements; or
  - (c) requests by you to make changes to the services (see clause 6).
- 7.6 **Your rights if we suspend the supply of services.** We will contact you in advance to tell you we will be suspending supply of the services, unless the problem is urgent or an emergency. You may contact us to end the contract for a service if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 3 months and we will refund any sums you have paid in advance for the services in respect of the period after you end the contract.
- 7.7 **We may also suspend supply of the services if you do not pay.** If you do not pay us for the services when you are supposed to (see clause 13.7) and you still do not make payment within 7 days of us reminding you that payment is due, we may suspend supply of the services until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the services. We will not suspend the services where you dispute the unpaid invoice (see clause 13.11). We will not charge you for the services during the period for which they are suspended. As well as suspending the services we can also charge you interest on your overdue payments (see clause 13.10).

## 8. YOUR RIGHTS TO END THE CONTRACT

8.1 **You can always end your contract with us.** Your rights when you end the contract will depend on the type of services, whether there is anything wrong with how we are performing the services and when you decide to end the contract:

- (a) **Estimate Price services.** You can re-arrange your appointment at any point prior to your appointment without any charge. You can cancel your Website Booking without charge at any time up to 24 (twenty four) hours before the appointment is due to start. If the appointment is cancelled after that or if you fail to attend your appointment, you will be charged for any Materials ordered, expenses or time incurred in anticipation of your appointment;
- (b) **If you want to end the contract because of something we have done or have told you we are going to do, see clause 8.2;**
- (c) **In all other cases (if we are not at fault), see clause 8.5.**

8.2 **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at 8.2(a) to 8.2(d) below the contract will end immediately and we will refund you in full for any services which have not been provided and you may also be entitled to compensation. The reasons are:

- (a) we have told you about an upcoming change to the services or these terms which you do not agree to;
- (b) we have told you about an error in the price or description of the services you have booked and you do not wish to proceed;
- (c) there is a risk that supply of the services may be significantly delayed because of events outside our control; or
- (d) you have a legal right to end the contract because of something we have done wrong.

8.3 **When you don't have the right to change your mind.** You do not have a right to change your mind in respect of:

- (a) urgent repairs and maintenance; and / or
- (b) services, once these have been completed, even if a cancellation period is still running.

8.4 **How long do I have to change my mind?**

You have 14 days after the day we email you to confirm we accept your order. However, once we have completed the services you cannot change your mind, even if the period is still running.

If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind.

#### 8.5 **Ending the contract where we are not at fault and there is no right to change your mind.**

Even if we are not at fault and you do not have a right to change your mind (see clause 8.1), you can still end the contract before it is completed, but you may have to pay us compensation. A contract for services is completed when we / the tradesperson have finished providing the services and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for services not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

##### **8A.1 Scope.**

This clause applies to all painting and decorating jobs booked through us. These services are provided on a fixed-price basis. In some cases a tradeswoman may visit your property before the work begins to assess and confirm the scope of the job, while in other cases the scope may be confirmed remotely based on the information and images you provide.

##### **8A.2 Cooling-off period.**

Your statutory 14-day right to change your mind (as set out in clause 8.4) applies to painting and decorating bookings. If you cancel within the cooling-off period *and the work has not yet begun*, there will be no charge. If you cancel within the cooling-off period after asking us to begin the services, you must pay for the services provided up to the time you tell us you wish to end the contract. Once the services have begun, your right to change your mind ends.

##### **8A.3 Cancellation within 14 days of the agreed start date.**

If you cancel your painting and decorating booking **within 14 days of the agreed start date** (as confirmed in writing by TaskHer), we may charge you **up to 100% of the fixed price** for the services. This reflects the genuine loss incurred where the tradeswoman has reserved several consecutive days or weeks for your job and may not reasonably be able to replace this work at short notice.

##### **8A.4 Cancellation after work has begun.**

If you cancel after the tradeswoman has started work, you must pay for:

- (a) all services provided up to the time you tell us you wish to end the contract; and
- (b) any reasonable costs or losses arising from the remaining reserved days or weeks that cannot be reallocated, up to a maximum of the total fixed price agreed.

#### **8A.5 How cancellation charges will be calculated.**

Where a cancellation charge applies under clauses 8A.3 or 8A.4, we will provide you with a breakdown of the amount due and the basis on which it has been calculated. This will include any services already performed and any reasonable losses incurred as a result of the cancellation.

#### **8A.6 Payment of cancellation charges.**

Any applicable cancellation charges will be taken using the payment details you provided at the time of your booking in accordance with clause 13.

### **9. HOW TO END THE CONTRACT WITH US (INCLUDING IF YOU HAVE CHANGED YOUR MIND)**

9.1 **Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:

- (a) **Phone or email.** Call customer services on 07925647258 or email us at hello@taskher.co.uk. Please provide your name, home address, details of the Website Booking and, where available, your phone number and email address; or
- (b) **On the TaskHer Website.** Complete the relevant cancellation process on the TaskHer Website; or
- (c) **By post.** Print off the Model Cancellation Form at the end of these terms and post it to us at the address on the form. Or simply write to us at that address, including details of what you ordered, when you ordered it and your name and address.

9.2 **Deductions from refunds if you are exercising your right to change your mind.** If you are exercising your right to change your mind we may deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.

9.3 **When your refund will be made.** We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then your refund will be made within 14 days of your telling us you have changed your mind

## 10. OUR RIGHTS TO END THE CONTRACT

10.1 **We may end the contract if you break it.** We may end the contract at any time by writing to you if:

- (a) you do not make any payment to us when it is due, and you still do not make payment within 28 days of us reminding you that payment is due; or
- (b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services for example; or
- (c) you do not, within a reasonable time, allow us access to your premises to supply the services.

10.2 **You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 10.1 we will refund any money you have paid in advance for services we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

## 11. IF THERE IS A PROBLEM WITH THE SERVICES

11.1 **How to tell us about problems.** If you have any questions or complaints about the services, please contact us. You can telephone our customer service team at 07925647258 or write to us at hello@taskher.co.uk.

11.2 **Summary of your legal rights.** We are under a legal duty to supply services that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the services. Nothing in these terms will affect your legal rights.

### Summary of your key legal rights

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call 03454 04 05 06.

Where we provide services the Consumer Rights Act 2015 says:

- a) You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill
- b) If you haven't agreed a price beforehand, what you're asked to pay must be reasonable.
- c) If you haven't agreed a time beforehand, it must be carried out within a reasonable time.

11.3 **Disputes.** Should a dispute arise (whether large or small) between you and the tradesperson, as a result of the services provided to you (a 'Homeowner Dispute'):

- (a) You should let us know about the Homeowner Dispute as soon as possible, providing us with as much detail about the dispute as you can;
- (b) We shall work with you and the tradesperson to mediate and settle the Homeowner Dispute; and
- (c) If, in our sole opinion, any services performed by the tradesperson do not comply with your Website Booking requirements or do not conform with these terms, then you agree that we may ask the tradesperson to reperform the services for you within the original agreed fee. If, in our sole opinion, the issue was caused by the use of faulty or incorrect Materials, you will not be liable for the cost of these Materials. This will not affect your statutory rights

## 12. ACCESS RIGHTS

12.1 You agree to allow us and the tradesperson access to your property to perform the services, inspect the work and to carry out any necessary remedial works as appropriate.

## 13. PRICE AND PAYMENT

13.1 **Where to find the price for the services.** The price of the services will be the price indicated on the TaskHer Website, when you placed your Website Booking. We take all reasonable care to ensure that the price of the service advised to you is correct. However please see clause 13.7 for what happens if we discover an error in the price of the service you are booking.

13.2 **Website Booking.** In accordance with clause 4.1, when an Estimate Price is given for a Website Booking, the Estimate Price is based on the information you provide to us. No payment for a Website Booking will be taken from you until the Website Booking services are completed, after which you shall be invoiced and charged in accordance with clause 13.4.

13.3 **Materials.** The Estimate Price includes the price for labour to perform the services only and does not include the cost of any parts or Materials that will be required to complete the services. You acknowledge that you are solely responsible for the cost of any parts or Materials used to complete the services. As per clause 4.1(iii)(A), either you or the tradesperson may provide the Materials to complete the services in the Website Booking and, where the tradesperson has paid for the Materials, you acknowledge that you are ultimately responsible for paying any disbursement invoice for such Materials, as provided to you in accordance with clause 13.4(b).

13.4 **Repairs.**

- (a) **Initial Booking and Minimum Charge:** All repair jobs booked through TaskHer are subject to a minimum charge equivalent to one hour of labour. This initial booking is intended to cover the cost of a tradesperson diagnosing the issue with the expectation that the problem may be resolved within this time frame. If the tradesperson is able to diagnose the problem in less time, the customer will still be charged for the full hour as a minimum service fee.
- (b) **Additional Work and Parts:** Should the repair not be completed within the initial hour due to the need for additional parts or labour, the tradesperson will provide the customer with a detailed report of the problem, including an estimate of additional labour and costs of parts required to complete the repair.
- (c) **Follow On Booking:** If further work is required beyond the initial assessment, the tradesperson will create a 'follow on booking' outlining the necessary additional labour and parts costs. The customer must explicitly accept this follow on booking through the platform before any additional work can proceed. This acceptance serves as approval of the scope and cost of the additional work required.
- (d) **Completion of Repairs:** Once the follow on booking is accepted, the tradesperson will proceed with the necessary repairs. Should additional issues be discovered during the repair process, the tradesperson will halt work and consult with the customer to create a new follow on booking if needed.
- (e) **No-Fix, No-Fee Policy:** If the tradesperson determines that the issue cannot be resolved within the initial hour and the customer chooses not to proceed with the recommended repairs, the customer will only be liable for the cost of the initial one-hour labour charge. However, this does not apply if the repair is unfeasible due to external factors outside the control of TaskHer or the contracted tradesperson.

13.5 **Invoicing and payment.** We will provide you with the following invoices, as required:

- (a) **Services and labour invoice.** We will provide you with an invoice for the labour and work carried out by the tradesperson in accordance with the Estimate Price, unless there have been any agreed changes to the services between you and us. We will then arrange for payment to be taken from the details you provided to Stripe UK in the Website Booking process.
- (b) **Materials invoice.** We will provide you with a separate invoice, on behalf of the tradesperson, for the Materials used to carry out the services in the Website Booking. We will then arrange for payment to be taken from the details you provided to Stripe UK in the Website Booking process.

- 13.6 **Inaccurate services description.** If, on attending the appointment, the tradesperson discovers that the information provided by you at the time of the Website Booking or the requirements of the services as provided by you are not as anticipated, or there are other factors affecting the services, for example access to your gas or water, and the services will cost more than the Estimate Price and/or will require additional Materials we or the tradesperson will:
- (a) notify you as soon as we become aware of the additional services and/or Materials required;
  - (b) provide you with an updated price for the new and existing services.

You will then have the choice to:

- (c) re-contract with us to complete the new and existing services; or
- (d) refuse the updated quote and leave the job as it is, in which case we accept no responsibility for any work undertaken or consequential events.

If you select to re-contract, in accordance with clause 13.5(b)(i) above, we will update the Estimate Price on the TaskHer Website or by email to the email address you provided when making the Website Booking. At this point the scope of the services shall be amended and the updated price shall be the price payable for those services (rather than the Estimate Price), in accordance with clause 13.4.

- 13.7 **We will pass on changes in the rate of VAT.** If the rate of VAT changes between your Website Booking date and the date we supply the service, we will adjust the rate of VAT that you pay, unless you have already paid for the services in full before the change in the rate of VAT takes effect.
- 13.8 **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the services provided by us or a tradesperson may be incorrectly priced. If we accept and process your Website Booking where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract and refund you any sums you have paid.
- 13.9 **When you must pay.** We will invoice you, in accordance with clause 13.4, for the balance of the price of the services when they are completed. You must pay each invoice within 28 calendar days after the date of the invoice.
- 13.10 **How you must pay.** We accept payment through Stripe UK. By placing a booking with us, you authorise our third party payment provider to store your payment details and take payment and/or to charge your payment card for the relevant amounts and at the relevant times.

- 13.11 To terminate your authorisation or change your payment method please contact us on the details set out in clause 2.2. It is your responsibility to update your payment card details as necessary.
- 13.12 **We can charge interest if you pay late.** If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 4% a year above the base lending rate of Barclays plc from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.
- 13.13 **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

#### 14. Discounts and Referral Schemes

- 14.1 **Issuance and Use:** From time to time, we may offer discount codes to customers. These discount codes may be applied to certain bookings as specified at the time of issuance. Each discount code has its terms of use, such as minimum spend, type of service it can be applied to, and its expiration date, which must be adhered to.
- 14.2 **Limitations:** Discount codes are non-transferable, not redeemable for cash, and cannot be combined with other offers or promotions unless otherwise specified. Discount codes are intended for single use only and may not be duplicated, sold, or transferred in any manner not explicitly authorised by us.
- 14.3 **Modification and Termination:** We reserve the right to modify, suspend, or terminate any discount code at any time and for any reason without notice. In the event of a modification, suspension, or termination, we may, at our discretion, replace the affected discount code with another offer.
- 14.4 **Misuse:** Any misuse of discount codes, including but not limited to, unauthorised sharing, fraudulent use, or misrepresentation, may result in the cancellation of the discounted booking and/or suspension of your account on the platform.
- 14.5 **Eligibility and Participation:** Customers of TaskHer are invited to participate in our referral program, which rewards customers for referring new clients to our platform. To participate, customers must use the specific referral URL provided by us to make referrals. Referrals made in any other manner will not qualify for the program.
- 14.6 **Referral Rewards:** When a new customer, referred by an existing customer, successfully completes their first booking through our platform using the referral URL, the referred new customer will receive a discount on their booking as specified at the time of the referral.

The referrer will also receive credit to their TaskHer account, the amount and conditions of which are detailed at the time of the referral.

- 14.7 Conditions and Limitations: Referral credits are non-transferable, not redeemable for cash, and may only be used for future bookings via TaskHer. Credits may also be subject to expiration dates or additional restrictions as specified at the time of credit issuance.
- 14.8 Program Modification and Termination: We reserve the right to modify, suspend, or terminate the referral program at any time and for any reason, without notice. In the event of program termination, we may honour or void any pending referral credits at its discretion.
- 14.9 Fraud and Abuse: Any abuse or fraudulent manipulation of the referral program, including but not limited to, creating multiple accounts to receive additional referral credits, using spam or sending unsolicited emails, or any other actions that do not comply with the ethical use of the program will result in the immediate cancellation of all related bookings and credits and may lead to the suspension of the referrer's account

## **15. Use of AI Assistant (Beta Phase)**

- 15.1 Beta Testing: The AI assistant provided by us is currently in a beta testing phase and is available to a limited group of users by invitation only. The purpose of the beta test is to evaluate the functionality and performance of the AI assistant and to identify any potential issues or improvements before a wider release.
- 15.2 Acceptable Use: you are permitted to interact with the AI assistant solely for the purposes of obtaining information and booking services. Deliberate attempts to deceive, manipulate, or misuse the AI assistant, including providing false information or using the AI for purposes other than its intended use, are prohibited and may result in termination of access.
- 15.3 Limitations and Disclaimer: The AI assistant is a test feature and as such, we do not guarantee the accuracy or reliability of the information provided. The assistant is provided "as is" and you are advised to independently verify any estimates or service details generated by the AI assistant before making decisions based on that information.
- 15.4 Liability for Incorrect Information: we limit our liability for any incorrect information provided during the beta phase to the extent permitted by law. You should exercise caution and may prefer to consult directly with our customer support for critical bookings.
- 15.5 Feedback and Improvements: You are encouraged to provide feedback on your experiences with the AI assistant. Such feedback is invaluable and will be used to improve the functionality and accuracy of the AI assistant before its full public release.

- 15.6 Errors and Malfunctions: Given the beta nature of the AI assistant, malfunctions or errors may occur more frequently. We will not be liable for any damage, inconvenience, or costs resulting from such errors, except where legally unavoidable. Issues should be reported promptly to customer support.

## 16. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

- 16.1 **We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you added it as 'extra information' in the Website Booking process.
- 16.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services as summarised at clause 11.2.
- 16.3 **When we are liable for damage to your property.** If we are providing services in your property, we, our representative or the tradesperson will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.
- 16.4 **We are not liable for business losses.** We only supply the services for domestic and private use. If you use the services for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

## 17. HOW WE MAY USE YOUR PERSONAL INFORMATION

- 17.1 **How we may use your personal information.** We will only use your personal information as set out in our Privacy Policy <https://www.taskher.co.uk/privacy>

## 18. OTHER IMPORTANT TERMS

- 18.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract

- 18.2 **You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 18.3 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 18.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 18.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you, but we continue to provide the services, we can still require you to make the payment at a later date.
- 18.6 **Intellectual property.** You acknowledge and agree that all copyright, trademarks, business names and domain names, goodwill and all other intellectual property rights in all material or content supplied as part of the services or TaskHer Website shall at all times be owned by TaskHer or our licensors. You are permitted to use the TaskHer Website or any TaskHer material only as expressly authorised by us or our licensors.
- 18.7 **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the services in the English courts.

### Model Cancellation Form

*(Complete and return this form only if you wish to withdraw from the contract)*

To: TaskHer Ltd (Company Number: 13219460), whose registered office is at 32 Bruce Road, Mitcham, Surrey CR4 2BG and email address is [hello@taskher.co.uk](mailto:hello@taskher.co.uk)

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract for the supply of the following service [\*],

Contract Date [\*] ,

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[\*] = Delete as appropriate