

Next24 Pty Ltd, t/a H2H Here2Help-Task Services - Terms of Use

Effective Date: February 1st, 2024

Should you choose not to accept this agreement and follow its terms, you are not permitted to use or access the H2H Here2Help-Task Services platform.

By confirming your acceptance of the Terms of Use and/or by using the H2H Here2Help-Task Services platform, you clearly indicate that you have read and fully understand these terms, and you unconditionally agree to adhere to this agreement and all its conditions.

The H2H Here2Help-Task Services Platform Facilitates Connections Between Clients and Helpers

H2H Here2Help-Task Services operates as a purely "Lead Generation" platform, providing a digital marketplace through web and app interfaces, designed to connect "Clients" with "Helpers." "Clients" encompass individuals or entities seeking the completion of various services, herein referred to as "TASKS," whereas "Helpers" denote individuals willing to undertake these tasks for the Clients. These two groups are collectively identified as "users" within the framework of our service. It is imperative to understand that any consensus reached between a Client and a Helper regarding the execution of a task culminates in the formation of a service agreement directly between these two parties, as elucidated in subsequent sections. H2H Here2Help-Task Services's role is strictly limited to facilitating the initial connection between Clients and Helpers, without participating in or bearing responsibility for the subsequent service agreements forged between users.

It is important to note that helpers are autonomous individuals. They act as independent contractors for clients, not as employees, partners, agents, joint ventures, contractors, or franchisees of H2H Here2Help-Task Services. H2H Here2Help-Task Services itself does not undertake tasks nor does it hire individuals to perform tasks. By bridging the gap between individuals and businesses seeking services and those providing them, H2H Here2Help-Task Services functions as an online lead generation platform connecting clients with service providers, namely helpers, for a range of tasks.

Users must understand that H2H Here2Help-Task Services does not oversee, define, guide, control, or monitor the work done by Helpers. H2H Here2Help-Task Services categorically renounces any responsibility and liability for the work performed and the Tasks, to the fullest extent allowed by law. This includes but is not limited to any guarantee of skilled and diligent service, quality, fitness for a particular purpose, or adherence to laws, statutes, ordinances, regulations, or codes.

Key aspects of these Terms of Use are as follows:

H2H Here2Help-Task Services is exclusively a "Lead Generation" service. This means that our core and sole function is to facilitate connections between "Clients," who post a task needing completion, and "Helpers," who are willing and able to perform such tasks. Our platform serves as a conduit to bridge the gap between those in need of services and those offering them, by generating leads for Helpers based on the tasks posted by Clients.

Apart from Lead Generation, H2H Here2Help-Task Services does not offer any other service. We do not partake in the actual execution of tasks, nor do we provide materials, direct supervision, quality assurance, or any form of warranty regarding the tasks undertaken by Helpers or the outcomes thereof.

It is imperative for both Clients and Helpers to understand that our role is strictly limited to facilitating initial connections. All further interactions, agreements, negotiations, and the execution of tasks are solely the responsibility of the engaging parties (Clients and Helpers).

- i. Only individuals who are at least 18 years old may use or access the H2H Here2Help-Task Services Platform.
- ii. You accept that the technology underlying the H2H Here2Help-Task Services Platform is provided on an "as is" basis, with no guarantees.
- iii. You acknowledge and accept that H2H Here2Help-Task Services offers no warranties and bears no responsibility for user actions on the H2H Here2Help-Task Services Platform or for the execution of tasks.

- iv. You recognize and agree that H2H Here2Help-Task Services does not oversee, specify, guide, control, or monitor the work of Helpers or the tasks they perform.
- v. You acknowledge and agree that Clients are entirely responsible for verifying the Helpers they engage for tasks.
- vi. You understand and agree that Helpers are engaged as independent contractors by Clients, and are not employees, contractors, or agents of H2H Here2Help-Task Services.
- vii. You consent to absolve and defend H2H Here2Help-Task Services against any claims arising from your use or inability to use the H2H Here2Help-Task Services Platform.
- viii. As a subscribing Helper "User" to the H2H Here2Help-Task Services platform, you expressly acknowledge and agree that leads generated and provided by H2H Here2Help-Task Services are non-exclusive. Consequently, these leads may be simultaneously shared with, and available to, multiple Helper "Users" within the platform.

The H2H Here2Help-Task Services Platform solely operates to enable connections between Users for the facilitation of Task completions, positioning itself strictly as a "Lead Generation" service that links "Clients" with "Helpers." It is crucial to understand that H2H Here2Help-Task Services assumes no liability for the conduct, performance, or interaction of Users. The platform is not involved in overseeing the aspects of payment transactions, the quality, timeliness, legality, failure to deliver services, or any attributes related to the execution of Tasks. Furthermore, H2H Here2Help-Task Services holds no jurisdiction over the integrity, accountability, competency, qualifications, or any actions or inactions of Users. This disclaimer extends to encompass user-generated content, such as ratings or reviews about one another. H2H Here2Help-Task Services offers no assurances or endorsements concerning the appropriateness, dependability, promptness, or accuracy of the Tasks solicited or the services rendered by Users, nor does it vouch for the nature of communications among Users, regardless of whether these exchanges occur in public or private spheres, online or offline, or through any other channel.

User Commitments and Assurances

Each User of the platform confirms and guarantees that:

- i. You are at least 18 years old and have the ability to enter into legally binding agreements;
- ii. You possess the legal right, authority, and capacity to agree to this Agreement and to adhere to its terms and conditions, and you commit to doing so;
- iii. You have read, understood, and agree to comply with these Terms of Service, and the Privacy Policy relevant to the client, tasks and location where the tasks are carried out;
- iv. You will respect the privacy, property, and data protection rights of Users and will not record (via video, audio, or other means) any tasks or interaction involving any User and/or H2H Here2Help-Task Services without prior written consent from H2H Here2Help-Task Services and/or the relevant User, as applicable;
- v. You will honor your commitments to other Users, communicate clearly and promptly, and be present and/or available at the agreed time with your Client, as applicable;
- vi. You will behave professionally and responsibly in your dealings with other Users;
- vii. You will use your real name or business name on your profile;
- viii. When using or accessing the Here2Help Platform, you will comply with all relevant local, state, national, and international laws;
- ix. If you are entering into this Agreement as yourself or on behalf of a company or other organization, you assure that you have the authority to represent that entity and bind it to this Agreement.

HELPERS

Professional Obligations and Assurances for Helpers on H2H Here2Help-Task Services, a Lead Generation Service:

- i. **Licensing and Registration:** You are accountable for obtaining any necessary licenses, permits, or registrations prior to offering services and engaging in Tasks.

- ii. Insurance Requirements: You affirm that you possess the requisite insurance to conduct your business and provide your services.
- iii. Authentic Profile Information: You commit to using your real name or business name along with a current photograph in your profile.
- iv. Commitment to Service Execution: You pledge to fulfill your obligations to other Users on the Platform. This includes responding promptly to tasks notices, performing the Tasks agreed upon with your Client, and delivering timely, high-quality services.
- v. Service Provision Standards: You assure that you will offer and render services only in areas where you have appropriate skills and competence. Furthermore, you commit to providing these services safely and in strict accordance with all relevant laws and regulations.

Enhanced Terms of Conduct for Helpers on the H2H Here2Help-Task Services Platform

Prior to Service Engagement:

- i. Professional Profile Presentation: Ensure your profile is professional, using your real or business name and a current photo.
- ii. Licensing and Compliance: Obtain all necessary licenses, permits, or registrations required for your services.
- iii. Insurance Verification: Maintain any required insurance for your business and services.
- iv. Skill and Competence Assurance: Offer services only in areas where you are suitably skilled and competent.
- v. Pre-Service Communication: Communicate clearly and professionally with Clients, setting realistic expectations.

During Service Provision:

- i. Adherence to Agreed Terms: Fulfill the obligations of the Tasks as per the agreed terms.
- ii. Quality of Service: Provide high-quality, reliable services, ensuring safety and compliance with laws.
- iii. Professionalism in Conduct: Maintain professionalism in all interactions, respecting client privacy and property.
- iv. Timely Execution: Provide services punctually as per the agreed schedule.
- v. Effective Communication: Maintain transparent communication, especially if issues or delays arise.

Personal and Professional Standards:

- i. Personal Hygiene and Presentation: Uphold high standards of personal hygiene and present yourself in a clean, professional manner.
- ii. Sobriety: Ensure you are not under the influence of alcohol, drugs, or impairing medication while providing services.
- iii. Punctuality: Be consistently punctual, demonstrating respect for the Client's time.
- iv. Respectful Interaction: Treat Clients and their property with utmost respect and professionalism.

Post-Service Responsibilities:

- i. Feedback and Reviews: Be receptive to feedback and provide constructive reviews when necessary.
- ii. Accurate Billing: Issue precise invoices when requested and facilitate smooth payment processes.
- iii. Dispute Resolution: Aim to resolve disputes amicably and professionally.
- iv. Confidentiality and Privacy: Maintain strict confidentiality and privacy of Client information.
- v. Continuous Improvement: Seek to improve based on feedback and self-evaluation.

General Conduct:

- i. Platform Compliance: Adhere to all H2H Here2Help-Task Services platform terms and conditions.
- ii. Legal and Ethical Standards: Maintain high legal and ethical standards in service provision.
- iii. Accurate Service Representation: Truthfully represent your services, avoiding any misleading information.

By adhering to these comprehensive terms of conduct, Helpers ensure a trustworthy, efficient, and professional service experience within the H2H Here2Help-Task Services community.

Agreement Between Clients and Helpers

Formation of Service Agreement

By engaging with the H2H Here2Help-Task Services Platform, you explicitly recognize and consent that the initiation of a "Service Agreement" between you and another User, predicated upon mutual agreement regarding the specifics of a Task, does not implicate H2H Here2Help-Task Services as a party to said agreement. This "Service Agreement" integrates the stipulations of this Agreement, alongside the terms negotiated and ratified within the H2H Here2Help-Task Services Platform, plus any ancillary contractual terms collectively decided upon by both the Helper and their Client, provided these terms do not infringe upon this Agreement or curtail the rights nor amplify the obligations of H2H Here2Help-Task Services under this Agreement. It is imperative to underscore that H2H Here2Help-Task Services solely functions as a "Lead Generation" entity, tasked with facilitating connections between "Clients" seeking to commission tasks and "Helpers" willing to execute these tasks. Accordingly, the formation of any Service Agreement does not constitute an employment or service bond between the Helper or the Client with H2H Here2Help-Task Services, nor does it empower Users to create contracts on behalf of H2H Here2Help-Task Services, whether explicitly or implicitly, in written or oral form.

CLIENTS

Agreement Between Clients and Helpers

Terms of Conduct for Clients on the H2H Here2Help-Task Services Platform

Posting the Task:

- i. **Clear and Accurate Task Descriptions:** Provide detailed and precise descriptions of the tasks, including specific requirements and expectations.
- ii. **Fair and Reasonable Pricing:** Set fair and reasonable rates for the tasks, respecting the value of the services offered by Helpers.
- iii. **Respectful Communication:** Engage in professional and respectful communication with potential Helpers, addressing inquiries and clarifying task details promptly.
- iv. **Selection of Helpers:** Choose Helpers based on their qualifications, reviews, and ability to meet the task requirements, without discrimination.
- v. **Privacy and Confidentiality:** Protect the privacy and confidentiality of information shared by Helpers during the selection process.

During the Service (Engagement with Helper):

- i. **Professional Interaction:** Maintain a professional demeanor in all interactions with the Helper.
- ii. **Clear Communication:** Communicate expectations and any changes clearly and promptly to avoid misunderstandings.
- iii. **Respectful Environment:** Provide a safe and respectful working environment for the Helper, free from harassment or unsafe conditions.
- iv. **Timely Responses:** Respond in a timely manner to any queries or concerns raised by the Helper.
- v. **Feedback Provision:** Offer constructive feedback or direction as needed to ensure the task is completed to your satisfaction.

After the Service:

- i. **Prompt Payment:** Ensure timely and full payment as agreed upon in the service agreement.
- ii. **Feedback and Reviews:** Provide honest and constructive feedback or reviews about the Helper's performance.
- iii. **Issue Resolution:** In case of any issues or disputes, engage in a professional and constructive manner to resolve them.

- iv. Privacy Respect: Maintain the confidentiality and privacy of any personal or sensitive information learned about the Helper during the service engagement.

General Conduct:

- i. Adherence to Platform Rules: Comply with all terms and conditions set forth by the Here2Help Platform.
- ii. Ethical Practices: Uphold ethical practices in all interactions and transactions on the platform.
- iii. Honesty and Integrity: Engage in honest and transparent communication with Helpers and the Here2Help platform.

By adhering to these terms of conduct, Clients contribute to a respectful, fair, and professional ecosystem within the H2H Here2Help-Task Services community, ensuring positive and productive interactions with Helpers.

Payment Obligations

The Client is obligated to pay their Helper(s) in full for all services rendered as part of a Task service, as stated on the H2H Here2Help-Task Services Platform and at rates agreed upon by both parties. Every User is expected to uphold their commitments regarding the performance and completion of a Tasks.

Billing and Payment

Direct Contracting on the H2H Here2Help-Task Services Platform

In the operational framework of the H2H Here2Help-Task Services Platform, interactions and engagements for Tasks are conducted directly between Users, without H2H Here2Help-Task Services playing any role in the formalization of contracts related to such Tasks or services. As a dedicated "Lead Generation" service, H2H Here2Help-Task Services exclusively facilitates the connection between "Clients," who are seeking to commission tasks, and "Helpers," who are available to undertake these tasks. Responsibility for the settlement of all payments for services orchestrated through the H2H Here2Help-Task Services Platform lies with the Client, not with H2H Here2Help-Task Services. Accordingly, all financial transactions for services must be executed directly between the Client and the selected Helper. H2H Here2Help-Task Services is absolved from any obligation to remunerate Helpers in instances where a Client defaults on payment for services rendered.

Protection Agreement

You commit to protect, defend, and keep us, along with our executives, staff, representatives, content providers, affiliates, advertisers, licensors, and suppliers, safe from any and all losses, costs, damages, and charges, including attorney's fees that are reasonable, arising from any breach of these Terms and Conditions or any actions connected to your account (such as engaging in illegal or improper behavior) by you or anyone else who uses the H2H Here2Help-Task Services through your account. This protection does not cover instances where we have been negligent or deliberately engaged in wrongful actions.