

COLONEED

CUSTOMER TERMS OF USE

For residents / customers creating requirements through Coloneed

Important: Please read these terms carefully. By using the applicable Coloneed features, you acknowledge and agree to the terms below, subject to applicable law.

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1. Scope and Acceptance

1.1 These Customer Terms of Use ("Customer Terms") govern the creation and use of a Customer account on Coloneed by a person seeking services through the Platform.

1.2 By creating a Customer account, completing OTP verification, using the Platform, creating a Request, or otherwise using Coloneed as a Customer, you agree to these Customer Terms and to the Connection & Transaction Terms applicable when you create or participate in a Request.

1.3 Coloneed is a technology platform that enables discovery, matching, communication and connection between Customers and independent Service Providers. Unless expressly stated otherwise for a specific service, Coloneed does not itself perform the underlying service.

2. Eligibility and Account Registration

2.1 You must be legally competent to enter into a contract and must use Coloneed only for lawful purposes. A person acting for a household or another adult confirms that they have authority to create the relevant Request.

2.2 You must provide a valid mobile number and complete the authentication process prescribed by Coloneed. You are responsible for activity carried out through your account and for keeping access credentials and OTPs secure.

2.3 You must provide materially accurate information and promptly correct information that becomes inaccurate.

2.4 Coloneed may restrict duplicate, fake, fraudulent, impersonated or otherwise abusive accounts.

3. Customer Profile, Address and Household Information

3.1 Coloneed may permit you to save one or more service addresses and stable household details such as property type, BHK band, number of adults, children, senior citizens, pets, cars and bikes. These details are intended to reduce repeated data entry when creating Requests.

3.2 You are responsible for keeping saved household information reasonably current. A Request may store a snapshot of the relevant household information used at the time of booking so later profile edits do not alter historical records.

3.3 You must disclose temporary or service-specific facts that materially affect the scope or safety of a Request, including unusual access restrictions, hazardous conditions, additional occupants, animals, equipment condition, or work outside the ordinary description of the selected service.

4. Creating a Request

4.1 A Request is an invitation to eligible Service Providers to consider the service requirement described by you. Creating a Request does not guarantee that any Service Provider will accept it.

4.2 You must describe the required work in good faith and provide sufficient information for an eligible Provider to decide whether to respond.

4.3 Any price, salary, market range, service duration or other estimate displayed by Coloneed is indicative unless the Platform expressly labels it as fixed.

4.4 The actual service scope, price, salary, parts, consumables, timing and other underlying service terms are agreed directly between you and the selected Service Provider, subject to applicable law.

4.5 The Coloneed Connection Fee, if applicable, will be displayed in Indian Rupees before the relevant chargeable event and will be governed by the Connection & Transaction Terms.

5. Direct Service Relationship and Payment

5.1 The underlying service relationship is directly between the Customer and the Service Provider. Coloneed is not automatically a party to that service contract merely because the parties connected through the Platform.

5.2 Unless Coloneed expressly introduces a different payment product for a specific service, the Customer pays the underlying service amount directly to the Service Provider outside Coloneed.

5.3 Coloneed does not collect or settle wages, salary, repair charges, material charges or other consideration payable to the Service Provider under the Phase 1 model.

5.4 You should agree the service amount and material / parts responsibility before work begins whenever reasonably possible.

6. Customer Responsibilities and Safe Premises

6.1 You must provide a reasonably safe environment for the Provider and disclose known material hazards relevant to the requested work.

6.2 You must not ask a Provider to undertake illegal, dangerous or materially different work that was not disclosed in the Request without first obtaining the Provider's agreement.

6.3 You are responsible for reasonable supervision of children, vulnerable persons and pets at the premises unless the agreed service itself specifically concerns their care.

6.4 You should secure cash, jewellery, sensitive documents, medicines, weapons, access cards and other valuables appropriately before permitting a third party to enter private premises.

6.5 You must treat Providers respectfully and must not threaten, assault, unlawfully confine, harass, sexually harass, discriminate unlawfully against, exploit or otherwise abuse a Provider.

6.6 You must not retain a Provider's original identity documents, force the Provider to surrender a personal phone, or prevent the Provider from leaving the premises except as permitted by law.

7. Use of Provider Information

7.1 Provider profile, contact, identity, location, availability, verification, photograph and other personal information must be used only for legitimate service-related purposes.

7.2 You must not publish, sell, scrape, circulate or misuse Provider personal data or verification documents.

7.3 Contact or exact address information unlocked after a successful connection must not be used for harassment, surveillance, unsolicited marketing or other unrelated purposes.

8. Verification and Customer Judgment

8.1 Coloneed may display verification indicators such as identity, document, police-verification, community-reference, qualification, orientation, skill-assessment or booking-history indicators.

8.2 A verification indicator means only that the stated verification step was completed or evidence was reviewed according to Coloneed's applicable process. It is not a guarantee of future behaviour, honesty, safety, competence or service quality.

8.3 You remain responsible for using reasonable judgment when selecting a Service Provider and for taking appropriate precautions when allowing an independent person to enter your premises.

9. Ratings, Reviews and Feedback

9.1 You may be invited to rate or review a Provider after a genuine interaction. Feedback must be based on your actual experience and must not knowingly be false, defamatory, threatening, discriminatory or privacy-invasive.

9.2 Coloneed may moderate or remove reviews that breach Platform rules or applicable law, while preserving legitimate consumer feedback.

9.3 Ratings may be used for matching, ranking, reliability measures, safety review and Platform eligibility.

10. Prohibited Conduct

10.1 You must not use Coloneed to create fake Requests, manipulate refunds, obtain Provider contact details through sham Requests, abuse promotional balances, impersonate another person, conduct unlawful activity, or interfere with Platform security or matching.

10.2 Repeated no-shows, abusive cancellations, fraudulent disputes, harassment, threats, violence, misuse of personal data or deliberate Platform circumvention may result in restriction or suspension.

11. Account Restriction, Suspension and Termination

11.1 Coloneed may reasonably restrict, suspend or terminate a Customer account where necessary to address fraud, safety risk, serious misconduct, repeated misuse, legal requirement or material breach of these Customer Terms.

11.2 Where appropriate, Coloneed may preserve relevant records, cooperate with lawful requests from authorities, and take proportionate protective action.

12. Platform Availability

12.1 Coloneed does not guarantee uninterrupted Platform availability or guaranteed Provider supply. Matching may be affected by internet connectivity, third-party APIs, location services, cloud outages, maintenance, provider availability and other factors beyond reasonable control.

12.2 Coloneed is not an emergency-response service. In an emergency, contact the appropriate police, fire, ambulance or other emergency authority directly.

13. Responsibility, Disclaimers and Liability

13.1 Subject to applicable law, Coloneed does not assume responsibility merely because a Customer and Provider met through the Platform for independent acts or omissions in their underlying service relationship.

13.2 Disputes concerning workmanship, salary, underlying service payment, parts, materials, property damage, theft, personal injury, harassment, misconduct or other acts attributable to the independent Provider or Customer are primarily matters between those parties, without excluding any liability that applicable law imposes directly on Coloneed.

13.3 Nothing in these Customer Terms excludes any statutory consumer right or liability that cannot lawfully be excluded or limited.

14. Communications and Notices

14.1 You agree to receive transactional communications reasonably required for OTPs, Requests, acceptance, cancellation, refunds, account security, safety, verification, support and legal notices.

14.2 Promotional communications will be handled subject to applicable consent and telecom / electronic communications requirements.

15. Privacy

15.1 Coloneed will process personal data in accordance with its Privacy Policy and applicable law. The Privacy Policy is incorporated by reference to the extent stated in the Platform.

16. Grievance Redressal

16.1 Customers may raise Platform-related grievances through the support and grievance mechanism notified by Coloneed.

16.2 Routine automated booking cancellations or balance reversals do not need to become manual grievances unless the automated process fails or the User disputes the result.

17. Governing Law and General Terms

17.1 These Customer Terms are governed by the laws of India.

17.2 If any provision is held invalid or unenforceable, the remaining provisions will continue to apply to the extent legally permissible.

17.3 Coloneed may update these Customer Terms prospectively to reflect changes in the Platform, law, pricing architecture or risk controls. Material changes will be communicated in an appropriate manner where required by law.

Coloneed • Terms applicable to the relevant Platform use