

MIE Terms & Conditions

Acceptance of Terms

This page should be carefully read. Do not use the website or its services if you disagree with the terms of use contained here. You are expressing that you accept the terms and conditions by using or accessing maiditeasy.in, and your acceptance is subject to the terms and conditions set out in this agreement. The usage of www.maiditeasy.in (the "Site") and the services accessible and provided from the Site (the "Service") is subject to the terms and conditions listed below. Maid It Easy and its connected firms are the owners and operators of the Service. The Service is provided subject to your unconditional acceptance of all the terms and conditions set forth below as well as any additional operating guidelines, regulations, or policies that Maid It Easy may from time to time publish on this website.

Any of these Terms of Agreement may be changed or replaced at any moment by Maid It Easy in its sole discretion. You are responsible for regularly checking the Terms of Agreement for updates; the site is under no duty to notify or otherwise advise you of any changes. Any modifications to the Terms of Agreement that are posted will be accepted by you if you continue to use the Service after that point.

1. Terms of Agreement

This Agreement will become effective upon your online acceptance of our terms and conditions for the services and will continue in effect until terminated in accordance with the provisions of this Agreement. You declare that you are at least 18 years old, or that you have your parents' or guardian's written consent, and that you are fully able and competent to enter into the terms, conditions, obligations, affirmations, representations, and warranties set forth in these Terms of Use, as well as to abide by and comply with them.

2. Fee & Payment Terms

(We humbly ask that you refrain from rejecting the Help because of their appearance, age, or religion. A dependable and trustworthy maid is hired in this manner: judge them by their Heart and Work and treat them with dignity and value.

- a. All payments must be made online, by cheque, or through another UPI method for which an appropriate invoice will be generated.
- b. The placement fee/Service Charge is due right away from the date the applicant begins working for the company, and an invoice will be given to the customer after payment has been received.

- c. Introductions are absolutely confidential. The customer agrees to pay Maid It Easy placement / service charge if www.maiditeasy.in introduces a candidate that the client then introduces to a third party who hires the candidate on either a full-time or part-time basis.
- d. Once the candidate's profile has been shared on www.maiditeasy.in, the client cannot proceed to hire them on their own without paying Maid It Easy's service fee. If the Client lies by hiring the Candidate but failing to pay the Service Charge, the Client may face legal action from our legal team. In the event that a complaint is made, the customer will be legally required to pay a strict penalty charge equal to 10x (ten times) the Service Charge under IPC Code 420, Section 80C, and Violation of Section 73(ICA) Act.

3. Salary to the Candidate

- a. The candidate should receive the salary straight from the client. You are responsible for paying the Househelp's wage for the number of days they have worked for you if they quit their job for whatever reason.
- b. It is totally up to the Client to decide whether to pay the maid in advance if she requests it. If the maid quits and you have given him or her an extra wage, www.maiditeasy.in will not be liable for retrieving or refunding the money.

4. Refund Policy

- a. In the event that a customer pays the subscription fee but decides not to participate in any candidate interviews for any reason, the registration fee of Rs. 1500/2000/3000 is non-refundable.
- b. The registration fee of Rs. 1500/2000/3000/- may only be refunded if Maid It Easy is unable to schedule any interviews because the necessary HELP is not available within 25 working days of receiving the application fee. (In cases where at least one profile has been shared with the customer, meaning the client has conducted at least one meeting with a candidate, there will never be a refund.)
- c. Since a maid's expected salary is constantly changing, it could be difficult to replace your current maid if she is paid differently. In the event that you are unable to update your salary budget to reflect current market rates, NO REFUND requests will be granted. But we'll do everything we can to find a replacement maid who will work for the same pay.
- d. The client acknowledges that the maid will not be subjected to physical, mental, or emotional abuse. In addition, the Client is not permitted to

change the job responsibilities or remuneration schedule of the maid in any way other than what was agreed upon at the interview and in the contract without prior approval of Maid It Easy in writing. If the maid leaves for any of these reasons, www.maiditeasy.in won't hire a replacement, there will be NO REFUND, and the contract is null and void.

5. Replacement Policy

- a. In accordance with the terms below, www.maiditeasy.in agrees to replace the candidate we placed with a suitable candidate who is willing and able to carry out the same activities and responsibilities as set forth in the original agreement within 15 working days. However, this depends on the workers' availability. The greatest amount of time might be 25 days.
- b. In the unforeseen event that we are unable to provide you with a replacement within 15 days and you decide to end the contract, we will send you a credit note for the full amount you paid that can be applied towards future [maiditeasy](http://www.maiditeasy.in) services.
- c. In case you wish to release the maid or the maid leaves the job and you wish to take a replacement, you need to clear the salary dues of the previous maid before a replacement is sent. In case the salary of the previous maid is not cleared, we will not be sending a replacement
- d. If a worker decides they do not want to work for the client any longer, they must be released without being held by the client, any unpaid wages must be paid right away, and the customer must contact the support team to find a replacement.
- e. If a worker quits without a good cause or doesn't perform satisfactorily, we will supply a maximum of one replacement for up to six months after the first worker is placed, at no additional cost.
- f. The replacement will be given the same job description, schedule, and hours of work as agreed upon when the hiring of the first maid or employee.
- g. After the promised number of replacements, additional replacements would incur a service fee of Rs. 10,000 per replacement for full-time employees. The service fee for part-time employees would be Rs. 5,000 (during the term of the contract). However, the above mentioned charges won't be applicable post agreement period.
- h. No substitute will be provided if the maid agrees to return as soon as she is well and able to work in the event that she is absent due to illness or a family emergency. In the event that the maid does not return within 7 days, you may request a replacement; however, we do not offer interim

replacements.

6. Satisfaction of Work

- a. The client must provide us with a "job description" outlining the duties and compensation expected of the maid before we can place her. The maid's pay cannot be reduced or forced to perform tasks that are not part of her job description by the client. The contract will be null and void if the maid leaves because the customer asked her to perform any duties that were outside the scope of her job or because of a pay cut.
- b. While maiditeasy.in makes every effort to connect clients with qualified employees, it is ultimately the client's obligation to determine whether a candidate is a good fit before hiring them.
- c. Please give us a 15-day notice if you are unhappy with the maid so that we can replace her with a more suitable candidate. The maid who was brought as a substitute cannot be paid less than the original maid. Additionally, the client cannot alter the maid's job description or the tasks that must be completed. Before a replacement maid is dispatched, you must pay the previous maid's wage obligations in the event that you want to fire the maid or the maid quits her employment and you want to hire a replacement. We won't send a replacement in the event that the previous maid's salary is not paid.

7. Miscellaneous

- a. We are a Hiring Platform, hence www.maiditeasy.in will not use its employees or associates to mediate disputes that may arise between an employer and an employee or service provider (a maid, domestic helper, etc.) during the working relationship or even after the contract has ended. If a dispute arises over the behaviour of a worker hired through www.maiditeasy.in, it is expected that you would address it amicably or that you will resort to legal action.
- b. When a worker quits owing to unfair labour practises, mistreatment, or a breach of an agreement made with the employee or worker, the contract is null and void.
- c. Any loss or damage to the customer caused directly or indirectly by the maid is the client's duty, and Maiditeasy.in is not liable for it.
- d. All solicitations are subjected to Telangana Jurisdiction only.

Regards,

Team Maid It Easy