



FULL TIME **GOLD PLAN**

CLIENT

SERVICE

**AGREEMENT**

 7842788405

 [www.homeninjas.in](http://www.homeninjas.in)

# GOLD PLAN SERVICE AGREEMENT

This Service Agreement outlines the terms and conditions for engaging our services. By signing this agreement, the user agrees to abide by the policies, payment structure, and guidelines described below.

## 1. GENERAL DEFINITIONS & CONDITIONS:

- 1.1. **Successful Placement:** Occurs when, after a one-day trial, both the user and the candidate confirm their willingness to proceed within 24 hours of the trial's completion.
- 1.2. **Trial:** A single-day engagement arranged to evaluate a candidate's suitability. Plans specify the number of trial attempts included.
- 1.3. **Refund Requests:** Must be submitted in writing (email or support channel) within 30 days of an unsuccessful placement or replacement attempt. Approved refunds are processed within 14 working days.
- 1.4. **Cancellation Timing:**
  - 1.4.1. Before the Trial Day Begins: Cancellation before the trial day forfeits only the non-refundable booking amount. All other paid amounts are refunded.
  - 1.4.2. After the Trial Day Begins: Cancellation on or after the trial day forfeits the booking amount and service fee. The placement fee remains subject to the success criteria.

## 2. POLICIES:

- 2.1. **No-Show or Last-Minute Cancellations on Trial Day:**
  - 2.1.1. Candidate No-Show: If the candidate does not appear on the scheduled trial day, this trial does not count against your allotted trials. We will arrange another trial at no extra cost.
  - 2.1.2. User Unavailability Without Notice: If the user is unavailable or cancels on the trial day without prior notice, the trial is considered used. For genuine emergencies (communicated promptly), one exception may be granted at our discretion.
- 2.2. **Confirmation Period After Trial:**
  - 2.2.1. Both the user and the candidate must confirm their willingness to proceed within 24 hours of the trial day.
  - 2.2.2. If no confirmation is received within 24 hours, the trial is deemed unsuccessful. The user may use another trial (if available) or proceed with other options as outlined in their plan.
- 2.3. **Rescheduling the Trial:**
  - 2.3.1. Each trial may be rescheduled once with at least 24 hours' notice. Additional rescheduling requests for the same trial will count as using that trial unless the delay is due to the candidate's unavailability.
  - 2.3.2. If the candidate requests multiple reschedulings, it will not penalize the user nor count against their allotted trials.
- 2.4. **Timeframe for Replacements:**
  - 2.4.1. The one-year replacement period starts on the date of the initial successful placement confirmation.
  - 2.4.2. Replacement requests and related refund claims must occur within this one-year window.

# GOLD PLAN SERVICE AGREEMENT

## 2.5. Candidate Unavailability for Replacement:

- 2.5.1. If a suitable replacement candidate cannot be found within 30 days of a replacement request, the user will receive a refund of **₹7,499.00** per unsuccessful replacement attempt.
- 2.5.2. Alternatively, the user may agree in writing to extend the search period instead of receiving an immediate refund.

## 2.6. Post-Confirmation Issues:

- 2.6.1. If the placed professional leaves or becomes unsuitable within the first 3 months after confirmation, the replacement process applies.
- 2.6.2. No additional placement fee is required for replacements. If replacements are not successfully placed within the stipulated time, refunds apply as per the plan's terms.

## 2.7. Partial Refunds for Unused Trials:

- 2.7.1. The service fee covers a set number of trials, not on a per-trial basis.
- 2.7.2. No partial refund is provided for unused trials if the user cancels after using fewer than the allotted trials.

## 3. FULL TIME GOLD PLAN PAYMENT STRUCTURE:

### 3.1. Price Breakup with replacement provision:

- 3.1.1. **Price: ₹19,999.00.**
- 3.1.2. **Booking Amount: ₹500.00** (Non-Refundable).
- 3.1.3. **Service Fee: ₹1,500.00** (Non-Refundable, covers up to 2 one-day trials).
- 3.1.4. **Successful Placement Fee: ₹5,000.00** (Refundable if no successful placement occurs).
- 3.1.5. **Replacement Provision: ₹7,499.00** refundable per unsuccessful replacement attempt (up to 2 replacements within the first year).

### 3.2. Process:

- 3.2.1. Initial Placement.
- 3.2.2. If successful (both parties confirm within 24 hours), no refunds apply.
- 3.2.3. If unsuccessful, refund of **₹5,000.00** placement fee upon request within 30 days.

### 3.3. Replacement (Within 1 Year):

- 3.3.1. If the placed professional leaves or becomes unsuitable within 3 months, up to 2 replacement attempts are included.
- 3.3.2. Refund of **₹7,499.00** per unsuccessful replacement attempt if no mutual confirmation occurs within 30 days of a replacement request.

### 3.4. Replacement (Within 1 Year):

- 3.4.1. **Before Any Trial Day:** Forfeit **₹500.00** booking amount; all other fees refunded.
- 3.4.2. **After the Trial Day Begins:** Forfeit **₹500.00** booking amount and **₹1,500.00** service fee. Placement and replacement refunds are conditional on the plan's terms.

By acknowledging, both parties agree to the terms and conditions outlined in this Service Agreement.

**Datta Pullipaka,**  
Founder & CEO,  
Home Ninjas  
(Brahmakashyap Home Services Pvt Ltd.)