

This Service Agreement is entered into as of the ___ day of ____, 2024
between _____, residing at _____
contactable at _____ and Dupotan India Pvt Ltd.

By clearing dues or acknowledging this agreement, you agree to abide by the below terms and conditions:

1. Respect the employee with integrity and humility.
2. Not indulging in any unethical behavior with the employee.

Facilities:

3. Sharing the weekly feedback to keep providing you seamless services.
4. 24*7 availability to address your urgent concerns.
5. Authentic background check employee.

Payment Policy:

6. Total amount will be paid in advance on the first day of hiring the employee.
7. Employee salary will be paid by 7th of every month.
8. The payment to be done in the company's account only.
9. You'll be charged INR500 on every INR4000 as the service charges.(12.5%)
10. 3 days of grace period will be offered in case of non-arrangement of funds. Crossing off the grace period would put the services on hold. (Employee salary)
11. In case you obtain for following plans: for 12/24 hours (Postpaid plan)
 - A. Postpaid Plan(3months/12hours)- you need to pay an advance service charge for 3 months calculated at 12.5% per month, and the remaining payment/ wage of maid can be paid by you directly to their account at end of each month as per your convenience.(Valid for Japa only)
 - B. Postpaid Plan (6months/12hrs)- you need to pay an advance service charge for 6 months calculated at 12.5% per month, and the remaining payment/ wage of maid can be paid by you directly to their account at end of each month as per your convenience.(Valid for Japa only)
 - C. Postpaid Plan(11months 12/24hrs)- you need to pay an advance service charge for 11 months calculated at 12.5% per month, and the remaining payment/ wage of maid can be paid by you directly to their account at end of each month as per your convenience.

Cancellation Policy:

12. The request for the cancellation must be initiated within 3 days of the employee hiring.
13. On cancellation, you'll be entitled to pay the employee salary.

Termination of Services:

14. Short notice of 15 days must be given before the termination of any employee to avail replacement.
15. If you request to cancel your services within first 15 days of using them, you will receive a refund of 75% within 14 to 21 days.

16. Refunds will be issued to the original payment method used for the purchase.
17. All refund requests must be submitted in writing to support@dupotan.in
18. There will be no refund made for membership charges paid to company if you wish to hire employee directly.

Leaves Issuance:

19. On the basis of labour laws, every Dupotan employee is allotted with 2 leaves per month. The employee is entitled to avail 1 extra leave / medical leave on the mutual consent between you and the employee. To guarantee a replacement in the event of a maid's disappearance or failure to return from leave, we require a deposit equivalent to seven days' wages. This deposit should be withheld from the maid's earnings and remitted to the company's account when a replacement request is initiated.

Gifts and Donations:

20. The company doesn't encourage personalized gifts and any donation to the employee. However, if you wish to do so, you are requested to notify the company in order to maintain the records for the employee's well-being.

Legal Proceedings:

21. All legal notifications will be brought to the company's address jurisdiction.

22. Our verification process covers ID proof check, background verification and criminal record check. We request you to please follow govt. guidelines and submit verification form to your area police station on the day of hiring maid. You can download the verification form online or request it from our support team.

23. Our legal team will surely and thoroughly assist you in case of any loss. We will stand by your side to support in case of any unethical or criminal activity. We are not liable for any loss however we will support with all relevant documents needed for legal proceedings. We go through every possible verification process of our maids to create a safe and secure environment.

#You hereby agree to accept the above-mentioned terms and conditions. Any disagreement on the above terms and conditions will result in the termination of the services.

Customer's full name:

Customer's address:

(where services are being provided)

Customer's phone numbers :

Client agreement

011-69266128
Second floor, Royal complex,
chattarpur main road, opposite Yes Bank
www.dupotan.in