

THE MAIDS HUB

Address – H.No.112, G/F, Block A, Road No – 03, Mahipalpur
Extension, New Delhi - 110037

Terms & Condition

- The environment should be safe for domestic worker and should be treated with respect. Domestic worker are allowed to take minimum 2 days of in a month.
- It's mandatory for the employer to check bag of candidate upon arriving or leaving home, if not done so company won't be liable for any lost item or theft, employer would be responsible for their loss.
- Company is solely liable to take action against employer as well as domestic worker if any physical activity has been found from any side and will also lead to direct termination of contract (only if client misbehave with candidate) from the company without any refund.
- While working at your premises if the employee suffers from any minor health problem, then you agree to take care for preliminary treatment. If candidate/maid taken away from his/her work area (home) and if any accident happens resulting in injury to the maid, you shall take care of his/her treatment.
- In the case of patient care, if the patient death occurs within the agreed agreement. No refund will be applicable.
- The contract between company and employee would be automatically terminated after completion of the service agreement i.e. 11 months.
- You agree to pay renewal placement fees after completion of the service agreement.

Verification

- The company will initiate criminal background verification of hired domestic worker through JantaKhoj, an independent agency that specializes in the business of background check of individuals, once company received the payment.
- Employer need to do **POLICE VERIFICATION** of the maid from their nearest police station, Company does not warrant the verification conducted by Police/Any third party and employer should not hold the company liable to you or any third party.

Replacement

- The Maids Hub will provide a replacement guarantee during the period of this agreement depending on the availability of the candidate. The period of replacement will not exceed 3-4 days from the date of release of the last worker sent by The Maids Hub.
- The client needs to clear the due salary of the previous maid. If the client fails to do so company has the right to revoke replacement.

Refund Policy

- If company or client wish to discontinue the services, then refund amount will be calculated on placement fees only. As registration fees and GST are non-refundable.
 1. **Service discontinued between 1-3 months** – 50% of placement fees would be refunded to client.
 2. **Service discontinued between 4-6 months** - 30% of placement fees would be refunded to client.
 3. **Service discontinued between 7-9 months** - 20% of placement fees would be refunded to client.
 4. **Service discontinued between 10-11 months** – No Refund
- If any dispute arises employer should attempt to resolve such dispute amicably failing which the dispute shall be referred to arbitration by a single arbitrator appointed by the Company. The arbitration shall be governed by the Arbitration and Conciliation Act, 1996. The award by the arbitrator shall be final and binding on the parties. The venue of arbitration shall be at Delhi, India.
- This format will be treated as a valid agreement between **The Maids Hub** and the client, and both the parties are bound to follow the terms.
- When you hire a maid or any other candidate from **The Maids Hub**, it is understood that you have agreed upon the above mentioned terms even if you have not signed this document.
- When you create an account on **The Maids Hub** or when you hire a maid introduced by us, it is understood that you have read the terms and conditions and you agree to it.
- You agree to be legally bound by the terms and conditions of this Service Agreement **INCLUDING ANY UPDATION / REVISIONS MADE THEREIN.**