

Terms of Use

Last updated: 01/08/2025

These terms of use ("Terms") govern the use of services made available on or through <https://rapidit.in/> and the Rapidit mobile applications (together, the "Platform"). By using the Platform, you agree to these Terms.

The Platform is owned and operated by **Skilledhands Technologies Private Limited** ("Rapidit", "we", "us", or "our"), a company incorporated under the Companies Act, 2013.

Rapidit provides a technology platform that connects Users with independent third-party service providers ("Experts") offering various home services, including but not limited to: maid, cook, electrician, plumber, AC repair, car wash, and salon services ("Home Services"). Rapidit only facilitates the connection and payment process. Experts are solely responsible for the Home Services they provide.

By accessing or using the Services, you confirm you are at least 18 years old and have read, understood, and agreed to these Terms. If you do not agree, please stop using the Platform.

Key Points:

- Experts are independent third parties, not employees or representatives of Rapidit.
- You are responsible for providing accurate details while booking and ensuring a safe environment for Experts.
- Charges shown at the time of booking include Expert charges, platform fees, convenience fees, and applicable taxes.
- Payments are processed via third-party payment gateways. Rapidit is not responsible for gateway errors.

- Cancellations and refunds will be governed by Rapidit's Refund & Cancellation Policy.
- Rapidit may suspend or terminate accounts for violations, fraudulent activity, or abusive behavior.
- The Services are provided "as is." Rapidit does not guarantee uninterrupted availability.
- These Terms are governed by Indian law. Courts in **Bengaluru, Karnataka** shall have exclusive jurisdiction.

Grievance Officer:

Samir Kumar Swain

Email: **samir@rapidit.in**

Time: Monday – Saturday, 10:00 a.m. – 6:00 p.m.
