

Terms of Use

Effective Date: 10th May 2025

Last Updated: 12th May 2025

Welcome to **Xpertify**. These Terms of Use ("Terms") govern your access to and use of our website, mobile application, and services (collectively, the "Platform"). By accessing or using the Platform, you agree to be bound by these Terms. If you do not agree, please do not use the Platform.

1. Eligibility

You must be at least 18 years old and legally capable of entering into binding agreements to use the Platform. By using the Platform, you represent and warrant that you meet these requirements.

2. User Accounts

To access certain features, you may be required to register an account.

You agree to:

- Provide accurate and complete information during registration
- Keep your login credentials confidential
- Notify us immediately of any unauthorized access or breach of your account
- Be fully responsible for all activities under your account

We reserve the right to suspend or terminate your account at our sole discretion, especially in the case of policy violations.

3. Services and Transactions

The Platform serves as a hub connecting users with independent service providers ("Providers"). We do not provide services directly but facilitate introductions between users and Providers.

Users agree:

- To communicate honestly with Providers
- To pay agreed fees promptly using available payment options
- That any contracts or arrangements made are between the user and the Provider, and Xpertify will not be help or the outcome of such arrangements.
- To confirm service rendered by the service provider is satisfactorily done before committing to any monetary payment.

Providers agree:

- To deliver services professionally, legally, and ethically
- To adhere to applicable local and industry regulations
- To resolve disputes reasonably and communicate clearly with users

We are not responsible for the outcome, quality, or legality of services rendered by Providers.

4. Payments and Fees

Payment for services may be processed via third-party payment providers. By using our Platform, you authorize such providers to handle your payment details.

- We may charge a service fee or commission, which will be clearly communicated
- All fees are displayed in GBP and are subject to applicable taxes
- Refunds, if applicable, are handled based on our Refund Policy

5. User Conduct

You agree not to:

- Use the Platform for unlawful purposes
- Impersonate another person or entity
- Harass, abuse, or harm others, including Providers or users
- Post false, misleading, or inappropriate content
- Attempt to interfere with the Platform's operation or security

Violation of these rules may result in account suspension, removal, or legal action.

6. Content and Intellectual Property

All content on the Platform — including text, graphics, logos, and software — is the property of Xpertify or its licensors.

You may not:

- Copy, reproduce, distribute, or create derivative works without our permission
- Use our trademarks or branding without prior written consent

However, service providers retain rights to content they submit or upload (e.g., service descriptions, images), while granting us a non-exclusive, royalty-free license to display such content for promotional and operational purposes.

7. Reviews and Feedback

Users and service providers may leave reviews or ratings after using a service.

- You agree to leave honest, respectful, and factual feedback

- We reserve the right to remove reviews that are abusive, irrelevant, or fake
- By submitting feedback, you grant us the right to display, edit, or remove it

8. Disclaimers and Limitation of Liability

- We provide the Platform "as is" and "as available" without warranties of any kind
- We do not guarantee the availability, reliability, or quality of services provided by third parties
- To the fullest extent allowed by law, we are not liable for any loss, injury, damage, or cost arising from your use of the Platform

9. Indemnity

You agree to indemnify and hold harmless Xpertify, its directors, officers, employees, and partners from any claims, liabilities, damages, and expenses (including legal fees) arising from your use of the Platform or violation of these Terms.

10. Termination

We reserve the right to suspend or terminate your access at any time, with or without notice, for conduct that we believe violates these Terms or is harmful to the community.

11. Modifications to the Terms

We may update these Terms occasionally. The revised version will be posted with an updated "Effective Date." Your continued use of the Platform after changes means you accept the new Terms.

12. Governing Law

These Terms are governed by the laws of "England and Wales", without regard to its conflict of law principles.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or your data, please contact:

Shekinah Support

Email: alimalikula@shekinahsupport.com

Phone: 07412838181