

Maidbaicook Services Agreement

2025-26

**Simplifying Life,
One Helping
Hand at a Time**



Maidbaicook Services Agreement

01. Introduction

Maidbaicook (registered as “**Intel Quest Recruitment Services**”), referred to as the Registered Company, provides domestic recruitment services, including connecting homeowners with maids, cooks, babysitters, elderly care assistants, drivers, and cleaners (hereinafter referred to as “**Service Providers**”).

The corporate office is located at:
No. 38, First Floor
Patel Nanjundappa Road
Ramaswamypalya
Kammanahalli
Bengaluru – 560033.

By using **Maidbaicook's** website and services, you (the “**Client**”) agree to comply with the terms outlined in this agreement.

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02. Scope of Services

Maidbaicook facilitates:

- Recruitment and placement of qualified domestic workers based on the Client's requirements.
- Verification of Service Providers' documentation, including Aadhaar, PAN, and references.
- Assistance with police verification (chargeable separately).
- Replacement services under defined terms.

Maidbaicook acts only as a facilitator and is not the employer of the **Service Providers**.

03. Fees and Payment

- **Service Charges:**

- Placement fees equal to one month's salary of the **Service Provider** or ₹20,000, whichever is higher, plus applicable Goods & Services Tax (GST).
- For part-time services (1-2 hours daily or salaries under ₹5,000/month), a minimum placement fee of ₹5,000 plus GST applies.

- **Payment Terms:**

- Payment is due immediately upon the **Service Provider's** joining.
- All payments must be made in favor of "**Maidbaicook**".

- **Non-Refundability:**

- Placement fees are non-refundable except in cases explicitly stated in this agreement.

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04. Replacement Policy

1. **Maidbaicook** offers up to two replacements within six months of the initial placement under the following conditions:

- Reasonable grounds for replacement are provided (e.g., **Service Provider** misconduct, performance issues).
- Salary dues for the previous worker are cleared.

2. **Replacements are subject to the following limitations:**

- **Maidbaicook** will make reasonable efforts to find a suitable replacement within 15 days; however, timelines may vary.
- If no replacement is found within 3 attempts, **Maidbaicook** may issue a credit note, valid for future services.
- Replacements will not be provided if:
 - The **Client** assigns tasks outside the agreed job description.
 - The **Client** reduces the **Service Provider's** salary without consent.
 - The **Service Provider** resigns due to delayed salary payments.
 - The **Client** relocates, making it impractical for the **Service Provider** to continue employment.

05. Client Responsibilities

1. Provide a safe, respectful, and comfortable working environment for the **Service Provider**.
2. Ensure timely payment of salaries directly to the **Service Provider**.
3. Refrain from altering job responsibilities or reducing agreed-upon compensation.
4. Conduct police verification of the **Service Provider**, if required.

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06. Confidentiality and Non-Disclosure

The **Client** agrees that any introduction of a **Service Provider** by **Maidbaicook** is confidential. If the **Client** refers the **Service Provider** to a third party who employs them, the **Client** is liable to pay **Maidbaicook** the full placement fee.

07. Limitations of Liability

1. **Maidbaicook** verifies the documentation and conducts background checks but does not guarantee the personal conduct, ethical behavior, or performance of the **Service Provider**.
2. **Maidbaicook** is not responsible for:
 - Acts of theft, misconduct, or negligence by the **Service Provider**.
 - Medical expenses or insurance coverage for the **Service Provider**.
3. The **Client** bears full responsibility for:
 - Ensuring the safety and security of their premises and belongings.
 - Supervising the **Service Provider's** work and compliance with assigned duties.

08. Termination and Refunds

1. This agreement may be terminated by the **Client** at any time; however, service charges already paid are non-refundable.
2. Refunds, if applicable, are at the sole discretion of **Maidbaicook**, subject to deductions for incurred expenses.

09. Governing Law and Dispute Resolution

This agreement is governed by the laws of India. Any disputes arising from this agreement will be resolved exclusively in the courts of Bengaluru, Karnataka.

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10. Miscellaneous

1. The **Client** must ensure the integrity and ethical treatment of the **Service Provider**, avoiding any form of harassment or harm.
2. **Maidbaicook** reserves the right to amend this Agreement or its policies at any time. Continued use of services implies acceptance of such changes.

Acknowledgment

By signing or electronically accepting this agreement, the **Client** acknowledges that they have read, understood, and agree to the terms and conditions outlined above.