

Freeberry Works General Terms and Conditions

1. General

- I. Freeberry Works Pte Ltd. (UEN No. 201903202R) "Freeberry" is a company registered in Singapore with its address at 10 Anson Road, #10-11 International Plaza Singapore 079903.
- II. By using Freeberry's services and/or site, Customer agrees to be bound by all the terms and conditions within our Terms of Service.
- III. Freeberry reserves the right to update, change or replace any part of these Terms and Conditions at any time.
- IV. Freeberry will post these updates on the website and it is your responsibility to check this page from time to time for changes. Your continued use of the Site following the posting of any changes constitutes acceptance of those changes.
- V. These Terms and Conditions supersedes all previous representations, arrangements, understandings and agreements between the parties relating to Freeberry's services and sets out the entire agreement between them.

2. Intellectual Property Rights

- I. Unless otherwise stated, the Site is our proprietary property, functionality, software, website designs, video, text, photographs and graphics on the Site belongs to us and are protected by copyright and various other intellectual property rights law.

3. Third Party

- I. The Site may contain links to other "Third-Party Websites" as well as articles, photographs, text, graphics, pictures, designs, music, sound, video, information, applications, software, and other content or items belonging to or originating from "Third-Party Content".
- II. Freeberry is not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, products, or services of third-parties.

4. Indemnification

- I. Using our Freeberry services means that you agree to defend, indemnify and hold Freeberry and our partners, directors, agents, contractors, service providers, subcontractors, suppliers, and employees, harmless from any claim or demand.
- II. Customer indemnifies Freeberry against any Loss and damage to the extent the same was caused or contributed to by any negligent or wilful act or omission of, or any breach of or failure to comply with these Terms by Customer.
- III. To the extent permitted by law, Freeberry will not be liable to you in contract, tort or equity in relation to any direct, indirect or consequential loss you incur in relation to the contents, use or

reliance of Site Content or otherwise in connection with the Website provided however that if Freeberry is found to be liable by a court of competent jurisdiction, you agree that our liability will be limited to the amount of our fees from the Booked Service Fee that is payable or have been paid by you.

- IV. Freeberry has no liability to Customer under or in connection with a Services Agreement (including under a Claim made under statute) for any loss of profit or reputation, administrative charge, fines, economic loss, indirect, consequential or special loss, cost, damage or expense including in respect of a service provided. Where by law Freeberry is liable to Customer as a Services Provider, Freeberry's Liability is limited to paying an amount equal to the services.

5. Renewal for Term Contract

- I. Client will be notify for the renewal of the Term Contract for the same package and hourly rate upon end of the Term Contract.
- II. Notice of termination of the Term Contract is to be sent in to Freeberry at least 30 working days before the end of the current Term Contract. Termination charges to be applied as per Termination Policy should the notice is less than 30 working days.

6. Suspension and Termination

- I. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services. If in our sole judgment you fail or breach any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination and/or accordingly may deny you access to our Services (or any part thereof).
- II. Freeberry reserves the right to suspend or terminate the Service without notice if it is of the opinion that a material adverse change has occurred in the financial conditions, results, operations or business of the Customer and its subsidiaries (if any) taken as a whole.
- III. If Freeberry is not satisfied as to the Customer's ability to pay for the outstanding payment, Freeberry may suspend or terminate the service and shall not be liable for any claim, damage, loss, expense or cost arising therefrom and all monies then outstanding by the Customer shall immediately become due and payable.

7. Law

- I. It is the intention of between the Customer and Freeberry to adhere to the terms of services and the performance under this Agreement by the laws of the Republic of Singapore, without regard to the jurisdiction in which any action special proceeding may be instituted.

8. Cancellation from customer for One-time Cleaning

- I. For cancellation of the scheduled cleaning service before 48 hours prior to the agreed start time, an administrative fee of \$30 will be charged.
- II. For cancellation or rescheduling of the scheduled cleaning service within 48 hours, 50% of the invoice amount will be charged.

9. Payment

- I. All payment must be made in Singapore Dollars (SGD) only.
- II. Customer are obligated to pay the full payment prior to the agreed cleaning service(s) to serve as a booking confirmation. Freeberry reserves the right to suspend or cancel any cleaning service(s) or disinfection services where late or no payment is made 3 days before the cleaning session(s).
- III. Customer can choose to pay via cash, cheque, I-banking transfer, PayNow/PayLah.
- IV. For cash and cheque payment method, Freeberry staff will come over to collect at the designated address given by client 3 days before the service commence date. OCBC Account number 601-31919-7001 should be written behind the cheque before dropping into the bank.
- V. For I-banking payment method, it should only be made to Freeberry OCBC Current account 601-31919-7001, which can be found in the invoice.
- VI. For PayNow/PayLah payment method, please enter UEN number 201903202R.
- VII. For payment via I-banking or PayNow/PayLah, please forward the screenshot or transaction details via email or whatsapp at mobile number **91377591**.
- VIII. In the event of any dispute arising between Freeberry and Customer as to whether an amount is payable, the Customer shall, within the relevant period, pay to Freeberry the amount claimed by Freeberry to be payable (including any amount charged), to be held by Freeberry until settlement of the dispute.

10. Complaints and Claims

- I. Customer accepts and understands that any complaints, leakage/damage or theft claims must be reported within 24 hours from completion of the cleaning service. Freeberry will not accept any report(s) made after 24 hours from the dated cleaning session.
- II. Customer are advised to secure/keep away all fragile and priced items such as cash, jewellery, art pieces and antiques, sentimental items, etc. during the Freeberry services conducted. As such Freeberry will not be liable for damage, lost or theft of these priced items.
- III. Freeberry liability for these damages shall not be more than S\$100 or the market value of the said item, whichever is lower. If the damages are due to wear and tear, Freeberry will not be held responsible.
- IV. Freeberry may take up to 3 to 5 working days to respond to a complaint or claim.

11. Severance

- I. If any provision of this agreement is not enforceable in accordance with its terms, other provisions which are self-sustaining are, and continue to be, enforceable in accordance with their terms.
- II. If any part of this agreement is invalid or unenforceable, that part is deleted and the remainder of the agreement remains effective.

12. Rights of Third Parties

- I. A person who is not a party to this Terms of Use has no right under the Contracts (Rights of Third Parties) Act, Chapter 53B of Singapore, to enforce any term of this Terms of Use.
- II.

13. Governing Law

- I. This Agreement shall be governed by and construed in accordance with the laws of Singapore.