

Service Agreement and Terms of Use for Helpers on the Krib Platform

Introduction and Acceptance of Agreement

This Agreement sets out the rights, duties, and responsibilities between the service provider (the "Helper") and Kribwork Skill Co., Ltd. ("krib" or the "Company") in relation to use of the krib platform. By clicking "Agree", "Accept", or continuing to use the platform, the Helper is deemed to have read, understood, and fully accepted this Agreement.

1. Status and Role of krib

- krib operates as an intermediary platform that enables Owners and Helpers to find each other, communicate, and directly agree on service engagements.
- krib is not the Helper's employer, and the Helper is not an employee, agent, partner, or joint-venture party of krib. The work relationship is directly between the Owner and the Helper only.
- krib is not a construction contractor, technician service provider, or licensed professional service provider, and does not assume liability on behalf of the Helper except where required by law or expressly stated in this Agreement.

2. Registration, Eligibility, Licenses, and Uniform

- The Helper must provide accurate, complete, and current information, including name, phone number, email address, profile photo, skills, experience, certificates, and payout account information.
- The Helper must be at least 18 years old. krib's eKYC system uses identity-document information to prevent persons under 18 from registering as Helpers. The Helper represents that he or she has the legal right and capacity to register, use the service, accept jobs, receive money, withdraw funds, and conduct transactions related to the krib platform, including having consent from a legal representative or other necessary legal basis where required by law.
- The Helper must use his or her own account and must not transfer, lend, allow another person to use, or accept work on behalf of another person without krib's authorization.
- For work requiring a specific license or qualification, the Helper represents that he or she has the legally required qualifications and consents to krib conducting reasonable document verification.
- When performing work accepted through the krib system, the Helper must wear the krib uniform or identification elements in the form and under the conditions specified by krib. This is required for service orderliness, safety, and clear identification to the Owner or on-site contact that the Helper is performing the work through the krib platform.
- Wearing a krib uniform or using krib identification elements is only a service standard and platform identification measure. It does not make the Helper an employee, agent, partner, representative, or authorized person of krib.

3. Personal Data Protection

- krib will collect, use, disclose, and process the Helper's data in accordance with the PDPA and krib's Privacy Policy. Data may be used to create accounts, verify identity, display profiles for Owner search and decision-making, process transactions, prevent fraud, manage disputes, calculate ratings and labels, and develop labor-quality analytics using data that is necessary and appropriate under the applicable legal bases.

4. Profile Display, Performance Evaluation, and Krib Ratings & Labels

- The Helper consents to krib collecting and using work-related data, including completed jobs, repeat-hiring rate, site arrival time, punctuality, cancellation history, No-Show events, claims, reviews, and other system data, to process scores, indicators, labels, and quality levels.
- Ratings, labels, skill levels, and performance summaries are algorithmic outputs based on system data at the relevant time. They may change when new data is added or when krib improves its calculation methods, and they are not a guarantee of future results.

- The calculation methods, database structure, algorithms, and display formats are krib's intellectual property, without prejudice to the Helper's rights under the PDPA.
- The Helper must not use Krib Ratings & Labels, trademarks, logos, or the krib name to advertise, obtain work outside the platform, or cause the public to believe that krib certifies or guarantees the Helper, unless krib has given written permission or provides an official sharing function.

5. Coin System, Fees, and Receipts

Item	Rate / Condition	How it is calculated
Platform Fee	15%	Deducted from the Helper's Coin when income arises from a job or when the system conditions are met.
Rating Fee / Quality System Fee	5%	Deducted from the Helper's Coin when quality-system processing or use applies to the job.
Total ordinary system fee	20%	Calculated on the amount actually received by the Helper, not the full job amount, if there is a refund or partial payment.
Coin top-up	According to the amount topped up by the Helper	Not treated as krib's income and no receipt is issued immediately until Coin is deducted for an actual job.
Certificate verification fee	THB 200 or as displayed in the system	Paid directly through the Payment Gateway. The receipt is displayed under Other Receipt or another category designated by the system.
Uniform fee	Actual cost; price may exclude VAT unless the system states otherwise	Paid directly through the Payment Gateway and not deducted from Coin unless the system states otherwise.

6. Payment, Wallet, and Helper Withdrawals

- Payments from Owners are processed through a Payment Gateway and held until the warranty period has expired or any dispute has been handled under krib's system.
- When all conditions are satisfied and no pending complaint remains, the system will release the net job payment to the Helper's Wallet or to the account designated by the system. krib will deduct applicable fees from the Helper's Coin under the current policy.
- The Helper is responsible for personal income tax and other taxes related to his or her income. krib is not the Helper's employer and does not file tax returns on behalf of the Helper unless required by law.

Withdrawal item	Condition
Free withdrawals	2 free withdrawals per month per user account, with no limit per withdrawal, subject to system limits or limits imposed by external service providers.
After the free quota is used	From the 3rd withdrawal in the same month, the system will charge a withdrawal fee of THB 20 per transaction.
Monthly cycle	Calculated by calendar month or by the cycle displayed in the app.
Receiving account	Must be a bank account registered by the Helper and verified as required by the system.

7. Warranty Period, Rework, and Disputes

- The Helper sets the warranty period for his or her own work for each job category or job through the krib system. The period must not be shorter than krib's minimum platform requirement: at least 1 day for general service work and at least 5 days for technician work, unless applicable law or specific job conditions require otherwise.
- The warranty period set by the Helper and displayed in the system forms part of the information used by the Owner to decide whether to hire. Accepting work under such warranty period is voluntary for the Helper, and when the Owner books the job through the system, both parties are deemed to have accepted that warranty condition.
- If the Owner reports an issue during the warranty period, the warranty period may be paused. The Helper must inspect and correct the work within the agreed Job Card scope.
- After two work-warranty claims have been made and the matter remains unresolved, if the Owner presses Refund, the system will open Auto Negotiation.

- If either party ignores the negotiation and does not respond for more than 24 hours, the system may settle based on the latest amount proposed and pay or refund the relevant amounts accordingly.

8. Cancellation and Financial Consequences

Situation	Amount received by Helper	Fees / Consequences
Job completed normally	Receives the agreed job price.	krib deducts a 20% system fee from Coin: 15% Platform Fee + 5% Rating Fee.
Owner cancels more than 48 hours before the scheduled start time	Receives no payment for that job.	No work has begun, so no payment is made to the Helper.
Owner cancels within 48 hours before the scheduled start time	Receives 50% of the job amount.	The 20% system fee is calculated on the 50% actually received by the Helper, not on the full amount.
Owner No-Show under the rules	Receives the full job amount.	The 20% system fee is deducted from Coin as usual.
Helper No-Show under the rules	Receives no payment for that job.	Owner receives a 100% refund. This may affect Rating, Badge, Ranking, job eligibility, or account status.
Dispute after warranty claim / Refund	Receives the net amount agreed or settled by the system.	System fees are calculated on the net amount actually received by the Helper.

9. No-Show Decision Rules

- No-Show decisions are primarily based on system records, including Site Location, an approximately 30-meter geofence, Arrived button, arrival timestamp, QR-code scan event, support ticket, notification log, and job-card status.

Case	Main conditions	Final result
Owner No-Show	Helper approaches the Site Location within approximately 30 meters, taps Arrived, the QR code is not scanned 30 minutes after the scheduled start time, Helper opens an Owner No-Show Ticket, and Owner does not respond or scan the QR code within 15 minutes.	The system releases the full amount to the Helper and closes the Job Card.
Helper No-Show	30 minutes after the scheduled start time, Helper has not tapped Arrived; Owner opens a Helper No-Show Ticket; and Helper does not complete the QR scan within 15 minutes.	The system refunds the Owner in full, sends the Rating Survey to the Owner, and closes the Job Card.
No No-Show	The QR code is successfully scanned before the final response window expires.	The job continues under the normal workflow.

10. Reviews, Owner Ratings, and Inappropriate Conduct

- The Helper must review and rate Owners in good faith based on actual experience.
- The Helper must not use the review system to harass, threaten, pressure, demand unfair benefits from an Owner, or disclose unnecessary personal data.
- krib may remove, hide, or restrict content that is unlawful, defamatory, abusive, threatening, discriminatory, or contrary to platform policy.

11. Account Suspension and Termination

- krib may restrict, suspend, or delete a Helper account if it detects false information, fraud, circumvention of payment or fee systems, persistently poor work standards, breach of this Agreement, or unlawful conduct.
- After account deletion, krib may stop public display of the profile, but may retain data as necessary to comply with law, prevent fraud, manage disputes, exercise legal rights, and create anonymized or aggregated data for system development.
- The Helper has no right to require krib to transfer, certify, or issue a certificate for Krib Ratings & Labels for use on another platform, unless krib offers such service and permits it on a case-by-case basis.

12. Limitation of krib's Liability

- krib is not liable on behalf of the Helper for damage arising from the Helper's performance, omission, error, or failure to comply with the agreement between the Owner and the Helper.
- krib does not guarantee the number of jobs, income, continuity of work, or results arising from the Helper's ratings or labels.
- To the maximum extent permitted by law, krib's aggregate liability to the Helper for any one event is limited to THB 10,000, except for liabilities that cannot be limited by law.

13. Governing Law, Dispute Resolution, and Amendments

- This Agreement is governed by the laws of the Kingdom of Thailand.
- If a dispute arises, the parties will first attempt to resolve it through good-faith negotiation. If no settlement is reached, the Thai courts shall have jurisdiction, unless the parties agree to arbitration on a case-by-case basis.
- krib may amend this Agreement from time to time by giving notice through the app, website, or other appropriate channels. Continued use of the platform after the effective date of the amended Agreement constitutes acceptance of the amended Agreement.

14. Contact and Complaints

- Users may contact, inquire, report issues, or file complaints regarding services, payments, refunds, Wallet, personal data protection, or transactions related to the krib platform through the company's official contact channels below:
- Kribwork Skill Co., Ltd.
- Address: 101/366 M.4, Saima, Muang, Nonthaburi 11000, Thailand
- Email: krib@kribwork.com
- These channels are krib's official contact and complaint channels under applicable laws, including personal data protection laws to the extent applicable.

Acceptance of Agreement

I have read and understood the Terms and Conditions of Service for Helpers on the krib platform and agree to all provisions of this Agreement.