

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

Introduction and Acceptance of Agreement

This Agreement sets out the rights, duties, and responsibilities between the person engaging services (the "Owner") 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 Owner is deemed to have read, understood, and fully accepted this Agreement.

1. Status and Role of krib

- krib operates as an intermediary platform and digital tool that enables Owners and service providers ("Helpers") to find, compare, contact, and directly agree on service engagements.
- krib is not a party to any employment contract, contractor agreement, or service agreement between an Owner and a Helper, and does not act as an employer, subcontractor, agent, or labor provider for either party.
- krib does not directly guarantee the outcome of any work. krib facilitates search, profiles, reviews, ratings, payment, fund holding, claims, refunds, and dispute-handling workflows only within the scope stated in this Agreement.
- The Owner independently reviews, selects, and engages a Helper, and must exercise his or her own judgment based on the information displayed in the platform.
- The Owner acknowledges that a Helper may be required to wear a krib uniform or use krib identification elements as required by the platform for service orderliness, safety, and clear identification that the Helper is performing work through the krib platform. Such uniform or identification does not make the Helper an employee, agent, or legal representative of krib.

2. Registration and Accuracy of Information

- The Owner must provide accurate, current, and sufficient information for the service, including name, phone number, email address, worksite details, on-site contact, worksite photographs, and Site Checklist information.
- The Owner must not impersonate another person, provide false information, or allow another person to use the Owner account without authorization.
- If information provided by the Owner is inaccurate or incomplete and prevents the Helper from starting the work, krib may apply the cancellation, No-Show, or dispute rules based on system records and relevant evidence.

3. Personal Data Protection

- krib will collect, use, disclose, and process the Owner's personal data in accordance with the Personal Data Protection Act B.E. 2562 (2019) of Thailand ("PDPA") and krib's Privacy Policy, which forms part of this Agreement.
- Such data may be used to create and manage accounts, disclose necessary job details to Helpers, process payments, issue documents, prevent fraud, manage disputes, analyze platform quality, and develop relevant rating or label systems.

4. Owner Content, Photographs, and Site Checklist

- The Owner remains the owner of rights in text, photographs, drawings, documents, or other information uploaded to the platform, but grants krib the right to store, reproduce, display, resize, compress, or process such content for service delivery, system development, and creation of statistical or non-identifiable data.
- The Owner grants the relevant Helper access to the content only as necessary to evaluate, prepare for, and perform the work agreed through the platform.
- The Owner represents that the Site Checklist completed during the search or booking process is true, accurate, and complete. If the actual worksite materially differs from the information provided and prevents the

Helper from starting the work, the matter will be treated as attributable to the Owner unless evidence shows otherwise.

5. Booking, Pricing, and Payment

- Service pricing may be based on krib's standard pricing system or on an offer and agreement between the Owner and the Helper through the platform.
- All payments must be made through an authorized Payment Gateway. The Owner authorizes the Payment Gateway to receive and temporarily hold the payment until the applicable release, refund, or dispute-handling conditions under krib's rules are satisfied.
- The Owner must not solicit, pressure, or transact with a Helper outside the platform in order to avoid fees, warranty processes, or platform records. krib may restrict, suspend, or terminate the Owner account for a breach of this rule.

6. Owner Wallet and Withdrawals

If the Owner has a balance in the Wallet, such as refunds, credits, or other amounts that the system allows to be withdrawn, the Owner may withdraw such balance to a registered bank account under the following fee policy:

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 specified and displayed in the app.
Receiving account	Must be a bank account registered by the Owner and verified as required by the system.

7. Work Warranty, Rework, and Refund

- The warranty period for each job depends on the period set and displayed by the Helper for that job. krib only sets the 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 decision to use the service, agree on the price, and accept the warranty period offered by the Helper is voluntary and is made between the Owner and the Helper based on the information displayed in the platform. krib does not provide the work warranty on behalf of the Helper.
- If the Owner identifies an issue within the warranty period, the Owner must submit the issue through the Job Card with relevant evidence, using the claim/refund workflow in the system so that complete system records are available.
- After the Owner has submitted two work-warranty claims and the matter remains unresolved, pressing Refund will automatically open the Auto Negotiation process.
- If either party fails to respond or make a counterproposal within 24 hours, the system may settle the matter based on the latest amount proposed in the system and proceed with the corresponding refund or payment.

8. Cancellation and Refunds

Situation	Effect on Owner	Effect on Helper / krib
Owner cancels more than 48 hours before the scheduled start time	Owner receives a refund of 95% of the total amount. krib deducts a 5% cancellation charge.	No payment is made to the Helper because the work has not yet begun.
Owner cancels within 48 hours before the scheduled start time	Owner receives a refund of 50% of the total amount.	The remaining 50% is paid to the Helper as late-cancellation compensation, and krib charges system fees based on the amount actually received by the Helper.
Helper cancels or cannot provide the service under conditions accepted by the system	Owner may receive a full refund or have the matter handled according to the system conditions.	May affect the Helper's job eligibility, Rating, Badge, Ranking, or account measures.
Dispute / Refund after Rework	Owner receives the net amount agreed or settled by the system.	Helper receives the net amount after refunds and applicable fees.

9. No-Show Decision Rules

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

Case	Main conditions	Final result
Owner No-Show	Helper is within approximately 30 meters of the Site Location, 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 after notification.	The system pays the full amount to the Helper and closes the Job Card. Owner cannot use the normal No-Show process to claim against that Job Card again, unless required by law.
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 after notification.	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, Ratings, and Owner Labels

- The Owner may rate and review a Helper in good faith after the job is completed, and must not use defamatory, abusive, discriminatory, or unnecessary personal-data-disclosing language.
- krib may create indicators, ratings, badges, or other labels reflecting the Owner's platform history, such as payment history, cancellations, claims, No-Show events, and feedback from Helpers.
- The calculation method, database structure, algorithms, and display formats are krib's intellectual property. Personal data will be processed under the PDPA and krib's Privacy Policy.

11. Prohibited Use

- The Owner must not use the platform to engage illegal work, highly dangerous work, or work that infringes the rights of others.
- The Owner must not create fake jobs, submit false information, commit fraud, bypass the payment system, or engage in conduct that affects platform safety or trust.
- krib may remove jobs, hide listings, restrict functions, suspend accounts, or terminate services if it finds a breach of this Agreement or applicable law.

12. Limitation of krib's Liability

- krib is not liable for a Helper's acts, omissions, delays, quality of work, or damage to property caused by the Helper's performance, unless applicable law provides otherwise.
- krib is not an engineer, architect, construction supervisor, or statutory work inspector. Ratings, reviews, or labels displayed in the platform do not constitute certification or guarantee of future work quality.
- To the maximum extent permitted by law, krib's aggregate liability to the Owner 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 Owners on the krib platform and agree to all provisions of this Agreement.