

Technician Terms and Conditions

1. Notification of Address Changes:

The technician is responsible for quickly informing the client of any address changes. The scheduling of service appointments may be delayed or complicated if updated address information is not provided.

2. Accurate KYC Information:

Authentic and current information must be provided during the KYC (Know Your Customer) procedure, and the technician is responsible for making sure this is the case. This contains any other pertinent data required by the customer or regulatory authorities, as well as personal identifying information and contact details.

3. Photo Upload for KYC:

The technician must upload a recent, live photo as part of the KYC procedure. The submitted photo must accurately portray the technician's face and adhere to any client- or regulatory-specified requirements.

4. Belongings and Tools:

The technician is in charge of being cautious and protecting clients' tools and possessions while at their houses. To avoid any personal property damage, loss, or theft, it's crucial to keep everything safe and track able at all times.

5. Consideration for Pets:

Prior to entering a customer's home, the technician should show consideration for any animals that may be there. It is crucial to take the necessary precautions to ensure the safety and comfort of the technician and the animals while preventing any potential harm or disruption to the animals.

6. Problem Explanation and Preventive Measures:

The technician must successfully interact with and describe the issue to the customer. Additionally, it is expected that the expert would make relevant suggestions for preventive actions that will assist the client in preventing a future occurrence of the problem.

7. Ratings and Reviews:

The technician should politely ask the consumer to leave ratings and reviews based on their experience when the service is complete. These testimonials and evaluations offer insightful commentary for the technician's performance assessment and can be applied to raise service standards.

8. Personal Information:

It is totally forbidden for the technician to ask the customer for any personal information unless doing so is expressly permitted or necessary in order to provide the requested service. Financial information, social security numbers, passwords, and other sensitive data fall under this category, although they are not the only ones.

9. Interaction with Customer's objects:

The technician is not allowed to engage with or handle any objects in the customer's home that are unrelated to the service being rendered throughout the course of the service. The customer's privacy and property are to be respected at all costs.

10. Work Prioritization:

The technician needs to prioritize their tasks and give them their full attention. It is not advisable to get involved in irrelevant issues or pursuits that could prevent the assigned work from being finished. By concentrating on the current service, timely and effective delivery is ensured.

11. Advance payments:

The technician is not permitted to ask for or receive any kind of advance payments from the client. The client or service agreement should be followed to ensure that the agreed-upon payment terms, including any deposits or fees, are met.