



Home & Garden

Get Charlie – Marketplace Terms of Service

Effective Date: 24 May 2026

These Terms of Service (“Terms”) govern access to and use of the Get Charlie platform, website, applications, and related services (“Platform”). By accessing or using the Platform, you agree to be bound by these Terms.

If you do not agree to these Terms, you must not use the Platform.

1. Definitions

In these Terms:

- **“Get Charlie”, “we”, “our”, or “us”** means the operator of the Get Charlie marketplace platform.
- **“Client”** means any individual or business using the Platform to request, compare, book, or pay for services.
- **“Service Provider”** means an independent contractor, tradesperson, cleaner, maintenance provider, or other third-party supplier registered on the Platform.
- **“Services”** means the cleaning, maintenance, trade, or other services supplied by independent Service Providers.

- **“Booking”** means a confirmed service engagement between a Client and a Service Provider through the Platform.
 - **“Platform Fee”** means any administrative, transaction, processing, or marketplace fee charged by Get Charlie.
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2. Nature of the Platform

2.1 Get Charlie operates solely as an online marketplace and intermediary platform that connects Clients with independent Service Providers.

2.2 Get Charlie may provide Clients with up to two (2) Service Providers for comparative quotations to assist Clients in making informed decisions, where available.

2.3 Get Charlie does not directly provide cleaning, maintenance, trade, repair, or other Services listed on the Platform.

2.4 All Services are supplied independently by Service Providers, who are not employees, agents, partners, or representatives of Get Charlie.

2.5 Clients acknowledge that any agreement for Services is entered into directly between the Client and the selected Service Provider.

3. Quotes & Bookings

3.1 Quotations may be provided directly by Service Providers or facilitated through the Platform.

3.2 Clients are responsible for reviewing and approving:

- pricing;
- scope of work;
- exclusions and inclusions;
- timelines;
- warranties; and
- any additional terms provided by the Service Provider.

3.3 Acceptance of a quotation constitutes agreement between the Client and the Service Provider for the performance of the Services.

3.4 Get Charlie does not guarantee that quotations will be the lowest available or suitable for the Client’s requirements.

4. Payments

4.1 Payments are generally required in full at the time of booking unless otherwise agreed.

4.2 Payments are processed securely through third-party payment processors.

4.3 Funds may be temporarily held pending:

- confirmation of service completion;
- Client approval; or
- investigation of a dispute.

4.4 Funds will be released to the selected Service Provider:

- upon confirmation or approval from the Client; or
- automatically seventy-two (72) hours after confirmed service completion where no dispute, issue, or communication has been received from the Client.

4.5 Get Charlie does not directly hold or use Client funds for operational purposes.

4.6 Clients authorise Get Charlie and its payment partners to process payments, refunds, adjustments, and applicable fees in accordance with these Terms.

5. Cancellations, Refunds & Rebooking

5.1 Client Cancellations

The following cancellation terms apply unless otherwise agreed in writing:

Cancellation Timing	Refund Entitlement
More than 24 hours before booking	Full refund less Platform Fee
Between 12–24 hours before booking	50% refund less Platform Fee
Less than 12 hours before booking or no-show	No refund

5.2 Rebooking & Substitutions

- Rebooking or substitution requests may be permitted where notice is provided at least twelve (12) hours before the scheduled booking time.
- Approved substitutions or rebooking may be completed without penalty.

5.3 Platform Fees

Platform Fees and payment processing fees may be non-refundable.

6. Dispute Resolution

6.1 If a dispute arises between a Client and a Service Provider, Get Charlie may act as a neutral facilitator to assist the parties in reaching a resolution.

6.2 Get Charlie may temporarily withhold payment release while a dispute is being reviewed.

6.3 Get Charlie will use reasonable efforts to assist with dispute resolution but does not guarantee any particular outcome or resolution.

6.4 Clients must notify Get Charlie of any dispute, concern, or service issue within forty-eight (48) hours of confirmed service completion.

7. Client Responsibilities

Clients agree to:

- provide accurate, current, and complete information;
- communicate clearly regarding expectations, timelines, and scope of work;
- ensure safe, lawful, and reasonable access to the service location;
- comply with all applicable laws and regulations;
- review all quotations and service details before approval; and
- raise disputes or concerns promptly within the required timeframe.

Clients acknowledge that funds may be automatically released after seventy-two (72) hours where no issue or dispute has been raised.

8. Service Provider Responsibilities

Service Providers using the Platform agree to:

- provide Services lawfully and professionally;
- maintain any required licences, registrations, or insurance;
- provide accurate quotations and service information;
- comply with applicable health and safety obligations; and
- perform Services with reasonable care and skill.

Service Providers remain solely responsible for the Services they provide.

9. Independent Contractor Relationship

9.1 Service Providers are independent contractors and are not employees, franchisees, agents, joint venture partners, or representatives of Get Charlie.

9.2 Nothing in these Terms creates any employment, partnership, agency, or fiduciary relationship between Get Charlie and any Service Provider or Client.

10. Disclaimer

10.1 Get Charlie undertakes reasonable onboarding and verification procedures for Service Providers; however, we do not warrant, certify, guarantee, or endorse:

- the quality of Services;
- the suitability of any Service Provider;
- legal compliance;
- workmanship;
- availability;
- safety; or
- reliability of Services provided.

10.2 Clients engage Service Providers at their own discretion and risk.

10.3 To the maximum extent permitted by law, Get Charlie disclaims all warranties, representations, and guarantees except those that cannot legally be excluded under applicable consumer protection legislation.

11. Limitation of Liability

11.1 To the maximum extent permitted by law, Get Charlie, including its directors, employees, contractors, agents, and affiliates, shall not be liable for any:

- loss;
- damage;
- injury;
- delay;
- defect;
- property damage;
- financial loss; or
- claim

arising out of or relating to Services provided by independent Service Providers.

11.2 Where liability cannot legally be excluded, Get Charlie's liability is limited to the amount of any Platform Fees paid by the Client for the relevant Booking.

12. Consumer Law

Nothing in these Terms excludes, restricts, or modifies any rights or remedies available under applicable consumer protection laws, including rights that cannot legally be excluded.

13. Privacy

Get Charlie may collect, store, and use personal information in accordance with its Privacy Policy and applicable privacy laws.

By using the Platform, you consent to such collection and use of information.

14. Platform Access & Suspension

Get Charlie reserves the right to:

- suspend or terminate accounts;
- remove listings or users;
- refuse access to the Platform; or
- cancel bookings

where we reasonably believe there has been:

- misuse of the Platform;
 - unlawful conduct;
 - fraudulent activity;
 - safety concerns; or
 - breach of these Terms.
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15. Amendments

Get Charlie may update or amend these Terms from time to time. Updated Terms will become effective upon publication on the Platform.

Continued use of the Platform constitutes acceptance of the updated Terms.

16. Governing Law

These Terms are governed by the laws of New Zealand.

Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of New Zealand.

17. Contact

For questions regarding these Terms, please contact:

Get Charlie

Email: support@getcharlie.co.nz

Website: www.getcharlie.co.nz