

Terms and Conditions

Last Modified: 19 July 2024

Terms of Prompt

Welcome to signing this *Terms and Conditions* (“Terms”) with various Service provider and using Amendo services!

This Terms and Conditions governs the access or use by you of the information service platform (“Platform”) through our mobile applications, website, applications (together “Applications”) to receive services made available by AMENDO SINGAPORE PTE. LTD., a company incorporated in Singapore with its registered office at 709 Ang Mo Kio Avenue 8, #01-2591, Singapore 560709, Business Registration No.: 202426023R, operating under the name "Amendo" in Singapore. Amendo is a technology platform that can be accessed through www.go-amendo.com or our mobile application and connects End Users with third party providers of Handyman Services as listed on the Applications (“Service Providers”). It enables You to engage a Service Provider in your area for the provision of Handyman Services.

[Careful Reading] Before you click agree to Terms in the registration application process, you should carefully read Terms. Please be sure to read carefully and fully understand the content of each clause, especially the clauses that exempt or limit liability, the applicable law, and the dispute resolution clauses. Clauses that exempt or limit liability will be marked in bold and underlined, and you should focus on reading them. If you have any questions about the Agreement, you can consult Amendo customer service.

[Contractual Actions] When you fill in the information as prompted on the registration page, read and agree to Terms, and complete all registration procedures, it means that you have fully read, understood, and accepted all the contents of Terms, and have reached an agreement with Amendo, becoming an Amendo “User.” During the process of reading Terms, if you disagree with Terms or any of its terms, you should immediately stop the registration process.

By using or accessing the Platform, you hereby expressly affirm that:

- you have read and understand these Terms
- you will comply with these Terms;
- you will comply with Community Guidelines; and
- you are at least the age of legal majority in your place of residence and otherwise legally competent to enter into contracts.

You also acknowledge and agree that you have the authority to enter into these Terms personally and, if applicable, on behalf of any organization on whose behalf you have enrolled for use of the Platform and to bind such organization to these Terms.

IF YOU DO NOT AGREE TO ANY OF THESE TERMS, PLEASE DO NOT ACCESS OR USE THE PLATFORM. PLEASE READ CAREFULLY “DISCLAIMER”, “LIMITATIONS OF LIABILITY” AND “INDEMNITY”. THESE PROVISIONS LIMIT OUR LIABILITY TO YOU.

[Definition of Legal Relationship] After you complete registration and successfully publish an order, you can freely choose a Handyman on Amendo. Handymen are also registered users and are not employed by the Amendo website/app. In short, Amendo only provides the connection between the demand for installation, repair, cleaning, unlocking services, and delivery information with the services provided. After you choose a Handyman, a contracting relationship is formed directly between you and the Handyman. The specific performance of the contract and the provision of installation, repair, cleaning, unlocking services, and delivery services are unrelated to Amendo. If the Handyman causes you any loss during their service, the Handyman shall bear the responsibility according to the law. Amendo’s advance compensation service is only a welfare and insurance measure voluntarily provided by Amendo, with its own specific rules, and does not mean that Amendo will bear all legal responsibilities once damage occurs. For any questions or problems relating to our Application, our service or our Terms of Use, you may contact us by email us at contact@go-amendo.com or write to us at 709 ANG MO KIO AVENUE 8, #01-2591, Singapore 560709.

I. Definitions

Amendo/Platform: Refers to the Amendo website and Amendo Application (website:<https://www.go-amendo.com>).

Amendo Services: Various services provided to you by Amendo based on the internet, including Amendo websites, app clients, etc. (including websites built on platforms, apps built on iOS and Android, and new service forms emerging from future technological developments).

Amendo Rules: Includes all the rules, interpretations, announcements, etc., already published and subsequently published in all Amendo rule channels, as well as various rules, implementation details, product process descriptions, announcements, etc., published in gangs, forums, and help centers on each platform.

Handyman: Refers to enterprises, individual businesses, or other organizations providing household services through Amendo, as well as individuals who are registered and certified on Amendo, providing offline household delivery, installation, and other labor services for users. In Terms, they are also referred to as “Service provider” or “Service providers.”

Household services: means installation and/or maintenance services provided by Service Provider/s where the scope of the handyman Services is to be agreed between the End User and the Service Provider before the

commencement of any handyman Service, including but not limited to furniture assembly, household appliances installation, lamps and lanterns installation, kitchen and sanitary ware installation, dredging of pipeline, waterproof leakage repair, furniture maintenance and cleaning as stated on platform;

II. Scope of the Agreement

2.1 Contracting Parties

[Equal Parties] Terms is jointly concluded by you and Amendo, and it is contractually binding on both you and Amendo.

[Party Information] Under Terms, Amendo operators may change due to business adjustments of Amendo. The changed Amendo operator will jointly perform Terms with you and provide services to you. Such changes in Service providers will not affect your rights under Terms. There might also be new Service providers added due to the provision of new Amendo services. If you use the new Amendo services, it is deemed that you agree that the new Service providers will jointly perform Terms with you. In case of any disputes, you can determine the entity performing the contract with you and the counterpart in the dispute based on the specific services you use and the specific actions affecting your rights.

2.2 Supplementary Agreements

Due to the rapid development of the Internet, the terms listed in Terms signed by you and Amendo cannot comprehensively enumerate and cover all rights and obligations between you and Amendo. The existing agreements also cannot fully meet the needs of future developments. Therefore, Amendo's Legal Statement and Privacy Policy are supplementary agreements to Terms, which are inseparable from Terms and have the same legal effect. If you use Amendo services, it is deemed that you agree to the above supplementary agreements.

2.3 DISCLAIMER

The services provided by Amendo ("Services") are meant to connect Users and independent third party handyman partners ("Service provider") who provide home services. The handyman services provided by the Handyman Partner could be availed/requested through the use of the Platform supplied by Amendo.

You acknowledge that Amendo by itself or any of its affiliates does not own, employ or provide handyman services or function as a transportation carrier and that all such handyman, or logistics services provided are by Service provider. We do not provide any Home Services. Any contract for the provision of Home Services is solely between You and the Service Provider.

We do not employ Service Providers and, unless otherwise specified in terms of use, we are not responsible for, and make no representations, warranties or guarantees as to:

the acts or omissions of any Service Providers You engage through Amendo;
and

the quality of the services provided by any Service Providers.

In the event of your dissatisfaction with the services provided by the Service Provider or any other issue you may have in relation to the Home Service, you agree to submit any complaint to the Service Provider directly.

We will take reasonable measures in an effort to ensure the suitability and quality of the Service Providers, including but not limited to:

- a) conducting interviews; and
- b) obtaining proof of identity, address and references.

You acknowledge that we cannot guarantee that any particular Service Provider is suitable for your purposes. You acknowledge that You use Service Providers at your own risk, although we may remove a Service Provider from Amendo's Site on the basis of any feedback You or other End Users provide in relation to that Service Provider if we deem it appropriate, but are under no obligation to do so.

You may submit requests on Amendo's Applications as instructed on our Site or App. A Service Provider's acceptance of Your request will take place when Amendo sends a confirmation to You, at which point an agreement will come into existence between the Service Provider and You.

Amendo only accepts requests made by End Users with web addresses within Singapore and where the Home Service takes place within Singapore.

In the event that You allow the Service Provider to possess a key to your residence, be it a duplicate copy or the master key, or a means of access to your residences, you agree that this arrangement is between you and the Service Provider. Amendo will not be responsible for any issue relating to the loss of keys and other means of access.

III. Account Registration and Use

3.1 User Eligibility

You confirm that before starting the registration process to use Amendo services, you must have the civil capacity for conduct as stipulated by Singapore law that corresponds to your actions. If you do not have the aforementioned civil capacity for conduct that corresponds to your actions, you and your guardian shall bear all consequences resulting from this in accordance with the law.

3.2 Account Instructions

[Account Acquisition] After you fill in the information as prompted on the registration page, read and agree to Terms, and complete all registration procedures, you can obtain an Amendo account and become an Amendo user. Amendo only allows each user to use one Amendo account. If there is evidence or Amendo has reason to believe that you have improperly registered or improperly used multiple Amendo accounts, Amendo may take measures such as freezing or closing accounts, canceling orders, and refusing to provide services. If such actions cause losses to Amendo and related parties, you shall also bear the liability for compensation.

[Account Use] You have the right to use the Amendo account you set or confirm to log in to the Amendo website and app.

Since your Amendo account is associated with your personal information and Amendo commercial information, your Amendo account is for your personal use only. Without Amendo's consent, any behavior in which you directly or indirectly authorize a third party to use your Amendo account or obtain information under your account is invalid. If Amendo determines that the use of your Amendo account may endanger the security of your account information and/or Amendo's information security, Amendo may refuse to provide corresponding services or terminate Terms.

3.3 Management of Registration Information

3.3.1 Truthfulness and Legality

[Truthful Information] When using Amendo services, you should provide your information (including your surname, contact phone number, contact address, etc.) accurately and completely as prompted by the Amendo page, so that Amendo or other users can contact you. You understand and agree that you are obligated to maintain the truthfulness and validity of the information you provide.

3.3.2 Update and Maintenance

If Amendo is unable to contact you based on the last information you provided, if you do not promptly provide information as requested by Amendo, if the information you provide is obviously untrue, or if administrative and judicial authorities verify that the information you provide is invalid, you will bear all the losses and adverse consequences caused to yourself, others, and Amendo as a result. Amendo may send you inquiries or requests for rectification, and has the right to directly delete relevant data or suspend or terminate part or all of the Amendo services provided to you, for which Amendo will not bear any responsibility.

IV. Amendo Services and Regulations

[Service Overview] You have the right to enjoy services such as finding Handyman and financial transactions on Amendo. Amendo provides numerous home services; you can log in to Amendo to browse specific services.

Amendo reserves the right to independently decide to change or upgrade Amendo services and related functions and applications at any time. Amendo further reserves the right to develop new modules, functions, software, or services in other languages. Unless otherwise specified by Amendo, the provision of all new modules, functions, and software services will still be subject to Terms. Services may be added or modified at any time at Amendo's sole discretion or temporarily suspended for regular or irregular maintenance. You will receive corresponding change notifications. You agree that Amendo will not be liable to you or any third party for any delays, inaccuracies, errors, or omissions in the transmission or communication when using the services.

4.1 Choosing Handyman

[Bidding Information Release] Through the services provided by Amendo, you have the right to publish home service requirements, bid, select Handyman, and reach transactions on Amendo in text, image, or other forms. Amendo is not responsible for the deletion or storage failure of the information you publish.

[Service Provider] You have the right to independently choose the Handyman who provides services based on your own judgment. Amendo only provides information services by providing online information and does not participate in the services or transactions conducted between you and the Handyman on Amendo. Amendo is not responsible for the content uploaded by Handyman (including orders posted for Handyman's reference and all other content uploaded by them) nor does it make any explicit or implicit guarantees about the information posted by Handyman and the offline services they provide.

Amendo does not guarantee that the home services provided by the Handyman on Amendo will meet your requirements. You expressly agree to bear all risks associated with using this website or app services. You are also responsible for all consequences arising from your use of this website or app services, and Amendo will not bear any liability to consumers.

All transactions not conducted through Amendo orders are considered private transactions. Any disputes arising from private transactions are unrelated to Amendo. Amendo neither intervenes in handling them nor bears any responsibility.

[Ensuring Transaction Order] You must adhere to the principle of good faith, ensuring that the home service requirements you publish are genuine

and that you fulfill your transaction commitments during the transaction process.

You must maintain a healthy competitive order on Amendo and must not disparage or slander Handyman, interfere with any transactions or activities on Amendo, or use any improper means to enhance or attempt to enhance your credit rating. You must not interfere with or attempt to interfere with the normal operation of Amendo in any way.

4.2 Financial Transactions

[Transaction Process] The general process of order services is as follows:

Fixed Price Order: You directly publish an order with a price and pay the order amount. The system pushes your order to Handymen. A Handyman accepts the order, and the Handyman provides on-site service.

Quotation Order: You publish an order (without a price). The system pushes your order to Handymen. Handymen provide quotations. You choose a Handyman. You prepay the order amount. The Handyman provides on-site service.

Prepaid Order: You publish an order with a prepaid amount. The system pushes your order to Handymen. A Handyman accepts the order, and the Handyman provides on-site service.

After the service is completed, the platform settles with the Handymen based on mutual confirmation and settlement rules. The Handyman receives the payment, and the transaction ends.

If you request the Handyman to advance the freight costs in the order, the final service fee of the order will include this cost.

If the scheduled service time is more than seven days from the booking date, the payment will be completed on the seventh day after you complete the payment authorization.

Payments by the Amendo service may be made directly in the Amendo application via the addition of a credit or debit card, or via such other method of making payment to merchants as is available in the Application, or by the use of the Amendo Wallet.

Users may choose to add any credit or debit cards into the Amendo Wallet as are made available in the Application (each, together with those payments in the first bullet point a "Funding Source").

You agree that we may verify and authorize the Funding Source details when you first register the Funding Source with us as well as when you use the Service.

In the case of debit or credit cards as Funding Sources, you agree that we may issue a reasonable authorization hold, which is not an actual charge against your card, in order to verify your payment method via your card. The hold may appear in your statement as "pending". The authorization hold is issued

as a preventive measure against any unauthorized or fraudulent usage of your card.

In the event your payment through the Amendo Wallet using a debit or credit card as your Funding Source is processed overseas, you will be liable for any additional charges in relation thereto.

Your Amendo Wallet will hold Singapore Dollars only.

When you make or receive a payment, you are liable to the Company for the full amount of the payment sent to you plus any fees if the payment is later invalidated for any reason including but not limited to claims, chargebacks, or if there is a reversal of the payment. You agree to allow the Company to determine (or in the case where a debit or credit card is used as the Funding Source, to work with your debit or credit card issuer) to determine the appropriate party to incur the burden of such claims, chargebacks or reversals and where applicable to recover any amounts due to the Company by debiting your Amendo Wallet.

You shall be responsible to resolve any disputes with your debit or credit card company, or your bank in relation to payments or top-ups of your Amendo Wallet on your own. The Company shall not be responsible for any such lost or misdirected payments.

[PAYMENT] When You request the services of a Service Provider at first instance, You will be asked to provide us with valid credit card payment details to pay for the services You request through Amendo. By providing Your credit card payment details, You agree to allow us to store Your credit card payment details with us and/or our authorised third party payment service provider for processing purposes.

The price of the service is the price indicated on the order pages when You place Your order. It is the responsibility of the End User to ensure that the price of the Home Service advised is correct before payment. Service Providers are free to set the amount they charge for the services they provide to End Users. This will be notified to You each time You request the services of a Service Provider. Upon the completion of a Home Service, the Service Provider will issue You with an invoice for the Booked Service Fee paid by You in respect of each booking. In ensuring that the price of the Home Service is correct, You agree to check all other relevant information relating to the price of the Home Service, which includes but is not limited to the information provided on our app and our Site at <https://www.go-aAmendo.com.sg/pricing>.

If You think an invoice is incorrect, You must inform Amendo through writing within 3 working days of receiving the invoice, failing which the invoice shall be deemed to be correct.

[AMENDO WALLET] Important – please read these terms carefully. By using the Service (as defined below), you agree that you have read,

understood, accepted and agreed with the Terms of Use. You further agree to the representations made by yourself below. If you do not agree to or fall within the Terms of Use of the Service and wish to discontinue using the Service, please do not continue using the Application (as defined below) or the Service. The Terms of Use stated herein (collectively, the “Terms of Use” or this “Agreement”) constitute a legal agreement between you (the “User”) and Amendo Singapore Pte.Ltd. (the “Company”).

By using the Amendo mobile application supplied to you by the Company’s affiliated company/ies (the “Application”), and downloading, installing or using any associated software supplied by the Company (“the Software”) which overall purpose is to enable persons seeking to establish an account with the Company and use the Amendo Wallet (the “Amendo Wallet” and generally, the “Service”), you hereby expressly acknowledge and agree to be bound by these Terms of Use, and any future amendments and additions to these Terms of Use as published from time to time at <https://www.go-amendo.com> or through the Application, and your continued use of the Service after any such changes, whether or not reviewed by you, shall constitute your consent and acceptance of the revised Terms of Use. Notwithstanding the foregoing, the Company will provide ten (10) business days’ notice of any changes, which the Company in its reasonable discretion deems material, to these Terms of Use following which your continued use of the Service will be deemed to confirm your acceptance of such changes. Consumer advisory – The Company, the holder of Amendo Credits (as defined below) stored value facility, does not require the approval of the Monetary Authority of Singapore. Consumers (Users) are advised to read the terms and conditions (i.e. these Terms of Use) carefully.

Type of payments that can be made with the Amendo Wallet: The Amendo Wallet may be used for the sale and purchase of Amendo’s services PROVIDED HOWEVER that no payments in violation of the provisions of these Terms of Use, including the Acceptable Use Policy (below) shall be permitted.

Applicable Fees and Charges: There shall be no charges levied by the Company on usage of the Amendo Wallet other than as agreed with you in writing.

User Transaction Statement: A full statement of User’s transactions may be downloaded from the following website: <https://www.go-amendo.com>

Fraudulent activity or stolen e-money: You agree to immediately notify the Company by emailing our Customer Service: contact@go-amendo.com of any fraudulent activity or theft of funds in the Amendo Wallet of which you become aware.

The Company has the right to suspend, or later reverse, the processing of any transaction where it reasonably believes that the transaction may be fraudulent, illegal or involves any criminal activity or where the Company reasonably believes you to be in breach of the Terms of Use.

[Non-Guaranteed Transactions] Amendo does not guarantee that the services provided by the Handyman will meet your requirements. It only guarantees the funds after you pay for the service. You have the right to confirm the payment after the Handyman submits the completed service according to Amendo's regulations. If you do not actively confirm the payment after the Handyman completes the service, the order will be automatically confirmed for payment after two days.

Our total liability to You for all losses arising from or in connection with the use of Amendo shall be limited to the price of the relevant Event sold to You on Amendo's Site and/or App.

You will be covered under Amendo's insurance, provided that all of these conditions are met:

You have reported the claim to both Amendo and the Service Provider in writing within 24 hours of the Home Service;

Your Amendo account is in good standing with no outstanding balances owed to Amendo;

You have identified fragile and other breakable items and communicated the location and identity of those items to the Service Provider prior to the commencement of the Home Service; and

You have accounted for and secured all valuables prior to the commencement of the Home Service.

Your Service Provider is a Freelance Service Provider.

[Refunds] You can initiate a full or partial refund of the order according to platform rules. After the Handyman agrees, the platform will refund the amount through the original payment method. For "full refunds" or "partial refunds + order closure," the transaction ends upon receiving the refund. For "partial refunds + order continuation," the transaction ends when you receive the refund and the Handyman receives the order payment upon order completion.

If the refund occurs within six hours before the order starts, a cancellation fee of S\$35 will be charged to cover platform system costs, operational costs, and the Handyman's travel and time-wasting costs.

[AMENDO CREDITS] You may purchase and hold credits for the Amendo Wallet ("Amendo Credits") via a Funding Source in Singapore Dollars.

The maximum amount of Amendo Credits that a User of the Amendo Wallet can hold at any time is S\$3,000, or such lesser limit as is notified to you under the Application) and the total value of consumer payment transactions using the Amendo Wallet in a calendar year may not exceed S\$50,000.

If you purchase Amendo Credits via any Funding Source, you are deemed to have agreed to the terms of service of the Company's processing partners and

your financial institution. You will bear all fees that may be charged by such processing partners and/or your financial institution (if any) for the payment method you have selected.

The Company may at its sole and absolute discretion reject your request to purchase Amendo Credits or reject a payment transaction, or refund a payment or other transaction, for any reason whatsoever, including without limitation, where your proposed Amendo Credits purchase would cause the aggregate amount of stored value held by the Company, directly or indirectly, alone or together with any person over whom the Company has control or influence, to exceed any value permitted under the prevailing laws and regulations; or would cause the amount of Amendo Credits held by you (or in the case of transfers of Amendo Credits, the recipient of the transfer) to exceed the respective maximum amount for the Amendo Wallet detailed above or any other regulatory or risk limit prescribed for that Amendo Wallet. As Amendo Wallet purchases may involve credit card transactions through a financial institution, in the event of any error in such transaction which results in chargebacks from the financial institution, the Company reserves the right to clawback the amount (up to the disputed amount) from your Amendo Credits or by any other way it deems fit in its sole discretion.

The Company has the right to forfeit your Amendo Credits where it reasonably believes that your use of the Service may be fraudulent, illegal or involves any criminal activity or where the Company reasonably believes you to be in breach of the Terms of Use.

[Invoices] You have the right to request an invoice for the service fee amount. If you need an invoice, you must communicate and confirm with the order receiver in advance. The service provider will provide the invoice. The Amendo platform only provides information matching services and is not obligated to provide invoices. You acknowledge and agree to this.

[ESTABLISHING YOUR IDENTITY] The Company is required to comply with all applicable laws, regulations, notices and guidelines issued by the relevant government and regulatory authority, including the Payment Systems (Oversight) Act 2006 (Cap. 222A) of Singapore, and Notice on Prevention of Money Laundering and Countering the Financing of Terrorism – Holders of Stored Value Facilities (MAS Notice PSOA-NO2), and (in relation to the provision of IRB Services, as defined below) MAS Notice 3001 on Prevention of Money Laundering and Countering the Financing of Terrorism – Holders of Money-Changer’s Licence and Remittance Licence issued by the Monetary Authority of Singapore (“MAS”).

Pursuant to such applicable laws, regulations, notices and guidelines, Users of the Amendo Wallet may be required to provide, either via the Application, or via MyInfo, to the Company such data to allow the Company to establish and verify their identity (together with, in the case of corporate account, the identity of the beneficial owners, directors or individuals with executive

authority, and individuals authorised to operate the account) both at the time of opening the Amendo Wallet account, at periodic intervals after opening the account, and on ongoing basis.

You hereby acknowledge that the Company may collect such data on request, and use such data provided for the purposes of establishing your identity and implementing an ongoing monitoring program to ensure the adherence of the Company and the User to the applicable laws, regulations, notices and guidelines, together with sharing such data internally with its affiliates and with third-party outsourcees (both in Singapore and overseas), as well as in relation to transfers and reporting of such data and your transactions to the MAS, and such other government or regulatory authority as the Company may deem appropriate or as may be required under any applicable laws, regulations, notices and guidelines.

You agree that you will cooperate in relation to any anti-money laundering and countering terrorism financing screening that is required and to assist the Company in complying with any applicable laws, regulations, notices and guidelines in place. Further you agree that you are not a Politically Exposed Person as such term is defined under MAS Notice PSOA-No2 / MAS Notice 3001, and in the event that you become such Politically Exposed Person you agree to inform the Company immediately.

4.3 Dispute Resolution

[Dispute Resolution Methods] In the event of a dispute with the service provider during a transaction on Amendo, you have the right to choose the following methods to resolve the dispute:

- (1) Negotiate independently with the other party to the dispute;
- (2) Use the dispute resolution services provided by Amendo;
- (3) Request mediation from consumer associations or other legally established mediation organizations;
- (4) File a complaint with relevant administrative departments;
- (5) Submit the dispute to arbitration institutions for arbitration according to any arbitration agreement reached with the other party.

(6) These terms are governed by and shall be construed in accordance with the laws of the Republic of Singapore. The courts of the Republic of Singapore shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these terms. In the event of any dispute, You agree to first utilize Informal Dispute Resolution, either by way of at least 2 meetings or in writing, before attempting other means. Amendo desires to address Your concerns without resorting to a formal legal proceeding. You may commence litigation proceedings against Amendo if and only if the dispute is not resolved within 30 days of the commencement of Informal Dispute Resolution. You and Amendo acknowledge and agree that we are each waiving the right to participate as a plaintiff or class member in any purported class action

lawsuit, class- wide arbitration, private attorney-general action, or any other representative proceeding as to all disputes.

[Dispute Resolution Services] If you use Amendo’s dispute resolution services according to Amendo rules (including but not limited to transaction refunds, fee increases, etc.), it indicates that you recognize and are willing to comply with the resolution decisions made by Amendo’s protection officers or public reviewers (“resolution parties”) as independent third parties based on the facts of the dispute they learn and Amendo rules (including adjusting the transaction status of related orders, determining the payment of disputed amounts to one or both parties, and providing corresponding compensation services for transactions that meet the advance compensation rules based on unilateral judgment). Before Amendo makes a resolution decision, you can choose the aforementioned other dispute resolution methods (3, 4, 5) to resolve the dispute and suspend Amendo’s dispute resolution services. You agree that the protection officer can change the complaint category you submitted based on the specific situation of the Handyman’s violation described by you (without changing your complaint description text) to better and faster resolve your issue.

If you are dissatisfied with the resolution decision, you still have the right to take other dispute resolution methods, but you must first comply with the resolution decision until a final decision is obtained through other dispute resolution methods.

4.4 Fees

Amendo incurs significant costs in providing you with services. In addition to explicitly charged services, Amendo also charges fees in the following scenarios:

1. The platform strictly prohibits private transactions with Handyman. If discovered, a penalty of S\$20 will be charged to compensate for the system costs, operational costs, and service costs incurred by the platform in providing transaction matching.
2. Cancelling services within six hours before the order starts will incur a cancellation fee of S\$35 to cover platform system costs, operational costs, and the Handyman’s travel and time-wasting costs.

Cancellation charges will not apply to:

- any order for which no Service Partner has been engaged; and
- order cancellation by a Service Partner.

Where an order is cancelled by you or a Service Partner, or if the Service Provider is unable to fulfil a confirmed Booking Request, we will attempt to find you a replacement Service Provider at no additional cost. If we cannot find you an alternative Service Provider, we will reschedule your Booking Request to a new time which suits You. You may cancel the Booking Request at no charge if and only if we cannot find a replacement Service Provider for You.

3.If you decide to refuse the Event provided by the replacement Service Provider, you must do so before the commencement of the Event, failing which will constitute your acknowledgement of the entire duration of the Event provided by the replacement Service Provider.

4. The authority to issue any refund lies with the Service Provider. You should contact the Service Provider directly for any refund. Once the refund amount is agreed between the Service Provider and You, Amendo will issue the refund on behalf of the Service Provider within a reasonable time.

4.5 Liability Limitation

[Force Majeure and Third-Party Reasons] Amendo fulfills basic security obligations as required by law. However, Amendo does not assume corresponding liability for breach of contract due to obstacles, defects, delays, or change

(1) Force majeure factors such as natural disasters, strikes, riots, wars, government actions, and judicial or administrative orders;

(2) Public service factors or third-party factors such as power supply failures, communication network failures;

(3) Situations where Amendo has made reasonable efforts to manage but due to regular or emergency equipment and system maintenance, equipment and system failures, network information and data security issues.

[Massive Information] Amendo only provides you with Amendo services. You understand that the information on Amendo is published by Handymen themselves and may contain risks and defects. **Amendo does not make any commitments or guarantees regarding the quality, stability, completeness of the technology involved in the services, or the validity, accuracy, legality, authenticity, and timeliness of the Handyman's information, and does not assume any legal responsibility arising therefrom.** In any case, users should fully understand the transaction risks and weigh the accuracy, authenticity, and legality of the disclosed transaction content and transaction party information based on their own risk tolerance and experience. Amendo does not assume any legal responsibility for any direct or indirect losses (including but not limited to transaction losses, financial losses, profit losses, business interruption losses, etc.) caused by users choosing Amendo's services.

[Resolution Decisions] You understand and agree that in dispute resolution services, Amendo's protection officers and public reviewers are not professionals and can only judge the evidence submitted by users based on the cognition of ordinary people. Therefore, except in cases of intentional or gross negligence, the resolution parties are exempt from liability for dispute resolution decisions.

4.6 Safety Precautions

Amendo has made the greatest efforts to enhance the safety review and selection of Handymen. However, we strongly remind users to actively notify

customers not to choose Handymen for on-site installation in the following situations:

- (1) The Handyman's information does not match the order (please verify before opening the door);
- (2) There are only elderly and children or other family members who cannot prevent outsiders in the home;
- (3) Installation at night or other inappropriate times for on-site installation;
- (4) Valuables are placed in visible, exposed locations at home.

During the actual provision of services, both you and the Handyman should pay attention to the safety of the construction environment and be responsible for accidents caused by your own safety hazards. You and the Handyman agrees that any disputes arising from changes to the order content without using the platform or private transactions outside the platform are unrelated to Amendo.

V. Protection and Authorization of User Information

5.1 Protection of Personal Information

Amendo places great importance on protecting users' personal information (i.e., information that can identify a user's identity either independently or when combined with other information). When you use the services provided by Amendo, you agree that Amendo will collect, store, use, disclose, and protect your personal information in accordance with the privacy policy published on Amendo. Amendo aims to clearly explain how your personal information is handled through its privacy policy and recommends that you read the privacy policy in full (**available at the bottom of the service demand page**) to better protect your privacy rights.

5.2 Guarantee and Authorization of Non-Personal Information

[Information Publication] You declare and guarantee that you have the appropriate and legal rights to the information you publish. Otherwise, Amendo may delete or block the information you publish in accordance with the law or Terms.

[Prohibited Information] You must ensure that the information you publish does not contain the following content:

- (1) Content that violates the prohibitive provisions of national laws and regulations;
- (2) Political propaganda, feudal superstitions, obscene, pornographic, gambling, violent, terrorist content, or content that incites crime;
- (3) Fraudulent, false, inaccurate, or misleading content;
- (4) Content that infringes on others' intellectual property rights or involves third-party trade secrets and other proprietary rights;
- (5) Content that insults, defames, threatens, or infringes on others' privacy or legal rights;

(6) Malicious software, programs, or codes such as viruses, trojans, or crawlers that may damage, tamper with, delete, affect the normal operation of any Amendo system, or secretly obtain Amendo and other users' data and personal information without authorization;

(7) Other content that violates social public interests or public morality, or is not suitable for publication on Amendo according to relevant Amendo agreements and rules.

[Authorized Use] For non-personal information such as text and images that you provide and publish, you grant Amendo a free, global, exclusive license to use these rights and to reauthorize third parties to use them during the copyright protection period. You agree that Amendo may store, use, copy, modify, edit, publish, display, translate, distribute your non-personal information, or create derivative works from it, and incorporate such information into other works in any form, media, or technology known or developed in the future.

To facilitate your use of other related services of Amendo, you authorize Amendo to transfer the information you provide and form during the registration and use of Amendo services to other relevant service providers of Amendo. For instance, Amendo may send this information to credit card Handymen to complete payment procedures, or obtain information you provided and formed during registration and use of related services from other relevant service providers of Amendo.

VI. User's Breach and Handling

6.1 Breach Determination

You will be deemed in breach if any of the following circumstances occur:

- (1) Violating relevant laws and regulations while using Amendo services;
- (2) Violating Terms or the supplementary agreement to Terms (i.e., Article 2.2 of Terms).

To adapt to development and meet the high demands of a large number of users for efficient and high-quality services, you understand and agree that Amendo may establish procedures and standards for breach determination in the Amendo rules. For example, Amendo may determine whether you are in breach based on evidence provided by the Handyman; you are obligated to provide sufficient evidence and reasonable explanations for your claims, otherwise, you will be deemed in breach.

6.2 Breach Handling Measures

[Information Handling] If the information you publish on Amendo constitutes a breach, Amendo may immediately delete or block such information according to the relevant rules.

[Behavior Restrictions] If your actions on Amendo, or actions not conducted on Amendo but affecting Amendo and its users, constitute a breach, Amendo may implement measures such as restricting your

participation in commercial activities, suspending part or all of the services provided to you, freezing, or deleting your account according to the relevant rules.

[Disclosure of Handling Results] Amendo may publicly disclose information regarding the handling measures taken against your breach and other illegal information confirmed by effective legal documents from national administrative or judicial authorities on Amendo.

6.3 Compensation Liability

If your actions cause Amendo to suffer losses (including direct economic losses, loss of reputation, and indirect economic losses such as compensation payments, settlement amounts, attorney fees, litigation fees, etc.), you shall compensate Amendo for all such losses.

If your actions lead to claims from third parties against Amendo, Amendo may seek reimbursement from you for all losses after fulfilling any monetary obligations to third parties.

6.4 Special Provisions

[Commercial Bribery] If you provide physical goods, cash, cash equivalents, services, travel, or other benefits to Amendo employees or consultants that significantly exceed normal business negotiation scopes, this may be considered commercial bribery. In such cases, Amendo may immediately terminate all cooperation with you and charge you liquidated damages and/or compensation, calculated based on the economic and reputational losses Amendo incurs due to your bribery.

[Related Handling] If Amendo terminates Terms due to your serious breach, for the purpose of maintaining order and protecting consumer rights, Amendo may suspend or even terminate cooperation under other agreements with you and will notify you in the manner specified in Article 8 of Terms. If other agreements signed with you and agreements signed by Amendo explicitly stipulate circumstances under which your cooperation under Terms is subject to related handling, Amendo may suspend or even terminate the agreement upon receiving instructions, and will notify you in the manner specified in Article 8 of Terms.

VII. Changes to the Agreement

Amendo may modify Terms and supplementary agreements from time to time according to changes in national laws and regulations, and to maintain transaction order and protect consumer rights. The modified agreement and supplementary agreements (hereinafter referred to as “Change Matters”) will be notified to you through the statutory procedures and in the manner specified in Article 8 of Terms.

If you do not agree with the Change Matters, you have the right to contact Amendo to provide feedback before the effective date of the Change Matters.

If your feedback is accepted, Amendo will adjust the Change Matters as appropriate.

If you still do not agree with the effective Change Matters, you must stop using Amendo services from the effective date of the Change Matters; the Change Matters will not be applicable to you. If you continue to use Amendo services after the Change Matters take effect, it will be deemed that you agree to the effective Change Matters.

VIII. Notifications

8.1 Valid Contact Information

When you register as an Amendo user and accept Amendo services, you should provide Amendo with true and valid contact information (including your surname, gender, phone number, contact address, etc.). You are obligated to update the relevant information promptly if your contact information changes and to remain in a state where you can be contacted. The login information generated when you register as an Amendo user for receiving in-site messages and system notifications also serves as your valid contact information.

Amendo will send various notifications to one or several of your above-mentioned contact methods, and the content of such notifications may significantly affect your rights and obligations, so please pay attention in a timely manner.

8.2 Delivery of Notifications

If Amendo sends you notifications through the aforementioned contact methods, written notifications sent electronically, including but not limited to announcements on Amendo, SMS sent to the phone number you provided, or emails sent to the email address you provided, will be considered delivered upon successful transmission. Written notifications sent in paper form will be considered delivered on the fifth natural day after being mailed to the provided contact address.

For any disputes arising from transactions on Amendo, you agree that judicial authorities (including but not limited to people's courts) may serve legal documents (including but not limited to litigation documents) to you via modern communication methods such as SMS or email, or by mail. The mobile number and email address you provided during registration or updates on Amendo will be deemed as the designated contacts for receiving legal documents. Legal documents sent to these contacts will be considered delivered. Your designated mailing address will be your legal contact address or the valid contact address you provided.

You agree that judicial authorities may use one or more of the aforementioned methods to serve legal documents to you, and that the time of delivery will be based on the earliest method of delivery used.

You agree that the aforementioned delivery methods.

You must ensure that the contact information you provide is accurate and valid, and you should update it in real time. If legal documents cannot be delivered or are not delivered in a timely manner due to inaccurate contact information or failure to timely inform Amendo of the updated contact information, you will bear the legal consequences that may arise.

XI. Termination of the Agreement

9.1 Termination Conditions

[User-Initiated Termination] You have the right to terminate Terms by any of the following means:

- (1) Ceasing to use the services and explicitly stating your unwillingness to accept the Change Matters before they take effect;
- (2) Explicitly stating your unwillingness to continue using Amendo services, and meeting the termination conditions set by Amendo.

[Amendo-Initiated Termination] Amendo may notify you of the termination of Terms in accordance with the methods listed in Article 8 under the following circumstances:

- (1) You violate the provisions of Terms, and Amendo terminates Terms according to the breach terms;
- (2) You steal another person's account, post prohibited information, defraud others, guide offline transactions, disrupt market order, or use improper means to profit, and Amendo seals your account according to Amendo rules;
- (3) In addition to the above circumstances, Amendo seals your account according to Amendo rules due to your repeated violations of Amendo rules and serious circumstances;
- (4) Your account is reclaimed by Amendo in accordance with Terms;
- (5) Other circumstances where services should be terminated.

9.2 Handling After Agreement Termination

[User Information Disclosure] After the termination of Terms, unless otherwise specified by law, Amendo is not obligated to disclose any information in your account to you or a third party designated by you.

[Amendo Rights] After the termination of Terms, Amendo still retains the following rights:

- (1) Continue to keep all types of information listed in Article 5 of Terms that you have retained on Amendo;
- (2) For your past breaches, Amendo can still hold you liable for breach of contract according to Terms.

[Transaction Handling] After the termination of Terms, for transaction orders generated during the validity period of Terms, Amendo can notify the transaction counterpart and decide whether to close the transaction orders based on the transaction counterpart's wishes; if the transaction counterpart requests to

continue, you should continue to perform the terms of Terms and the transaction orders and bear any resulting losses or additional fees.

X. Applicable Law, Jurisdiction, and Others

[Applicable Law] This Agreement shall be governed by Singapore law, without regard to the choice or conflicts of law provisions of any jurisdiction, and any disputes, actions, claims or causes of action arising out of or in connection with the Terms of Use or the Service shall be referred to the Singapore International Arbitration Centre (“SIAC”), in accordance with the Rules of the SIAC as modified or amended from time to time (the “Rules”) by a sole arbitrator appointed by the mutual agreement of the parties (the “Arbitrator”). If parties are unable to agree on an arbitrator, the Arbitrator shall be appointed by the President of SIAC in accordance with the Rules. The seat and venue of the arbitration shall be Singapore, in the English language and the fees of the Arbitrator shall be borne equally by the parties, provided that the Arbitrator may require that such fees be borne in such other manner as the Arbitrator determines is required in order for this arbitration clause to be enforceable under applicable law.

No joint venture, partnership, employment, or agency relationship exists between you, the Company or any third-party provider as a result of the Terms of Use or use of the Service.

If any provision of the Terms of Use is held to be invalid or unenforceable, such provision shall be struck and the remaining provisions shall be enforced to the fullest extent under law. This shall, without limitation, also apply to the applicable law and jurisdiction as stipulated above.

The failure of the Company to enforce any right or provision in the Terms of Use shall not constitute a waiver of such right or provision unless acknowledged and agreed to by the Company in writing.

The Terms of Use comprises the entire agreement between you and the Company and supersedes all prior or contemporaneous negotiations or discussions, whether written or oral (if any) between the parties regarding the subject matter contained herein.

[Severability] If any provision of Terms is deemed abolished, invalid, or unenforceable, that provision shall be considered severable and will not affect the validity and enforceability of the remaining provisions of Terms.

[Final Interpretation Right] Amendo reserves the right of final interpretation of this service agreement, including all rules formulated based on this service agreement.