

LEGAL DOCUMENT

# Terms & Conditions

The agreement between you and Wenest for using our concierge service in Australia.

Effective date	<b>1 May 2026</b>
Jurisdiction	<b>Australia</b>
Operator	<b>Wenest [Company Name Pty Ltd] (ABN [XX XXX XXX XXX])</b>
Contact	<b>hello@wenest.com.au</b>

This document forms part of the agreement between you and Wenest. Please read it carefully and keep a copy for your records.

# 1. Who we are

Wenest is a home maintenance concierge service operating in Australia. We help homeowners coordinate trusted service providers ("**Providers**") for repairs, maintenance, and related services. By using our website, signing up for a membership, or requesting a service, you agree to these Terms & Conditions ("**Terms**").

**What Wenest is.** We are a coordinator: we vet and shortlist Providers, manage scheduling, and handle billing through our platform. **What Wenest is not.** We are not the contractor performing the work, we are not a marketplace, and we are not a rating platform. The Provider remains the party legally responsible for the actual work performed at your home.

# 2. Eligibility

- You must be at least 18 years old and able to enter into a binding contract under Australian law.
- Our service is intended for **property owners** in serviced areas of Australia. We do not currently contract with renters or property managers unless expressly agreed.
- You must have authority to request work at the property where the service will be performed.

# 3. The service

Subject to these Terms, Wenest will:

- Receive your service request and clarify the scope.
- Match you to a vetted Provider in our network.
- Coordinate scheduling, quoting, and basic communication.
- Issue invoices and collect payment via our payment provider (Stripe).
- Follow up on completion and keep records of the job.

We do not guarantee that a Provider will be available within any specific time frame. For emergencies (e.g. burst pipes, safety issues), we will use reasonable efforts to escalate, but you should always contact emergency services or your insurer first where life, health, or property is at imminent risk.

# 4. Membership tiers

Wenest offers recurring memberships in Australian dollars. Tiers differ only by which categories of work are covered for coordination — the standard of vetting and service is identical across tiers.

Tier	Monthly fee (AUD)	Coordination scope
Core	\$89	Plumbing, electrical, HVAC, emergency coordination.
Plus	\$139	Core + exterior: gardening, pool, gutters, pest control.

Lifestyle	\$189	Plus + cleaning, laundry, moves, pet care (Phase 2).
-----------	-------	--

Membership fees cover **coordination, vetting, and reminders**. They do **not** include the cost of any work performed at your property — that is invoiced separately for each job.

## 5. Payment for jobs

Each job is paid by you to the Provider **through Wenest**, in two stages:

- **50% retainer** — payable before work begins, on acceptance of the quote.
- **50% on completion** — payable after you sign off the work or within 48 hours of completion if no objection is raised.

All amounts are in Australian dollars and include GST where applicable. Wenest charges the Provider a coordination commission out of each invoice; this does not increase the price you pay compared to the agreed quote.

If you dispute the quality of completed work, you must notify us in writing within 7 days. We will mediate in good faith between you and the Provider, but final responsibility for remedying defective work rests with the Provider.

## 6. Cancellations and refunds

- **Membership.** You may cancel your membership at any time. Cancellations take effect at the end of the current billing month; we do not pro-rate part-month refunds.
- **Booked jobs.** Cancelling more than 24 hours before the agreed start time: full retainer refund. Within 24 hours: the Provider may retain a reasonable call-out fee.
- **Cooling-off.** Where required by Australian Consumer Law, statutory cooling-off rights apply and override anything to the contrary in these Terms.

## 7. Wenest's responsibilities

Wenest is responsible for:

- Vetting Providers based on licensing (where required), insurance, and our internal quality criteria.
- Coordinating communication, scheduling, and billing in good faith.
- Handling your personal information in accordance with our Privacy Policy.
- Providing accurate descriptions of memberships and what they include.

## 8. What Wenest is NOT responsible for

Because Wenest is a coordinator and not the contractor, our responsibility is limited. The points below explain what Providers — not Wenest — are responsible for.

- **The actual workmanship** — quality, safety, and outcomes of any work performed at your property are the legal responsibility of the Provider.
- **Damage to your property** caused by a Provider during a job — claims must be addressed to the Provider and their insurance.
- **Provider licensing and insurance** — we verify these on onboarding, but Providers are required to keep them current; we are not liable for lapses we could not reasonably detect.
- **Compliance with building, plumbing, or electrical codes** — these obligations rest with the licensed Provider performing the work.
- **Outcomes of work you commission outside Wenest** — if you engage a Provider directly without using our coordination, these Terms do not apply and we have no involvement.
- **Materials and parts** supplied by Providers — warranties on parts pass through directly from the Provider or manufacturer.
- **Existing defects** in your property that the Provider's work may reveal but did not cause.
- **Delays** caused by weather, supply chain, third parties, or events outside our reasonable control.
- **Tax obligations** of Providers acting as independent contractors.

Nothing in these Terms excludes any consumer guarantee that cannot be excluded under the *Australian Consumer Law*. Where a consumer guarantee applies and we are entitled to limit our liability, our liability for the supply of services is limited to re-supplying the coordination service or refunding the relevant membership fee, at our option.

## 9. Your responsibilities

- Provide accurate, complete information about the issue and your property.
- Give Providers safe and reasonable access to the property at the agreed time.
- Pay invoices on time through our platform.
- Treat Providers and our team with respect; abusive behaviour may result in termination of membership.
- Tell us promptly about safety issues, leaks, or anything that could escalate.

## 10. Limitation of liability

To the maximum extent permitted by Australian law, Wenest is not liable for indirect, special, incidental, or consequential losses (including loss of profit, loss of data, or loss of opportunity) arising out of or in connection with your use of the service.

Our total aggregate liability to you for any claim arising from or in connection with these Terms is limited to the amount of membership fees you have paid to Wenest in the 12 months preceding the event giving

rise to the claim.

Nothing in this section limits liability that cannot be lawfully limited (including liability for fraud, personal injury caused by our negligence, or non-excludable consumer guarantees).

## 11. Suspension and termination

We may suspend or terminate your membership if you breach these Terms, fail to pay, behave abusively toward staff or Providers, or if we reasonably believe continued service would be unsafe or unlawful. You may cancel your membership at any time as set out in section 6.

## 12. Privacy

Your personal information is handled in accordance with our Privacy Policy, available at [wenest.com.au/privacy-policy](https://wenest.com.au/privacy-policy). By accepting these Terms you confirm you have read that Policy.

## 13. Changes to these Terms

We may update these Terms from time to time. Material changes will be notified by email at least 14 days before they take effect. Continuing to use the service after that date means you accept the updated Terms; if you do not agree, you may cancel.

## 14. Governing law

These Terms are governed by the laws of New South Wales, Australia. The parties submit to the non-exclusive jurisdiction of the courts of New South Wales.

## 15. Contact

Wenest [Company Name Pty Ltd]  
ABN [XX XXX XXX XXX]  
[Registered Address, Sydney NSW]  
Email: [hello@wenest.com.au](mailto:hello@wenest.com.au)  
Web: [wenest.com.au](https://wenest.com.au)

This document is provided for informational purposes only and does not constitute legal advice. Wenest recommends reviewing these Terms with an Australian-qualified legal adviser before relying on them in commercial dealings.