

## CUSTOMER CONFLICT RESOLUTION POLICY.

Quicker Easier Cheaper.com is committed to transparency and accountability in providing quality services to local communities and we welcome feedback so that our services and service providers may improve the quality of their performance.

Quicker Easier Cheaper.com is building quality relationships with its customers and service providers, and when you sign up to use this service, it is important to remember that Quicker Easier Cheaper.com customers will expect the same behaviour, high-quality services and customer care from your business as they do from Quicker Easier Cheaper.com

To meet the customers' expectations, Quicker Easier Cheaper.com requires service providers to comply with our terms of service and other policies. In addition, this document aims to provide insight and guidelines to assist in keeping our customers satisfied and excited to return to this platform.

Providing excellent customer service is in all of our best interest- the service provider, the customer and equally Quicker Easier Cheaper.com- because positive customer experiences reduce the frequency of customer generated disputes, creates additional opportunities for continued business with those same customers and increases the opportunities for customers to positively review the service provider and the Quicker Easier Cheaper.com platform.

If customers are unhappy and are unable to seek meaningful solutions to their concerns, they will register disputes and may in certain instances result in payments being withheld, refunds, chargebacks and reputational damage to the service provider and Quicker Easier Cheaper. coms platform.

All of which can potentially increase the costs of resolving a dispute.

There are certain proven steps which will help you as the service provider and the customer minimize the likelihood of a dispute, and we hope that all customers and service providers make a habit of integrating them into your interactions on the Quicker Easier Cheaper.com platform.

1. Ensure that all of the details and expectations are documented when contracting with a customer or service provider.

The purpose of providing this list of expectations is to detail the obligations and expectations between the customer and the service provider, and it is one of the very first items Quicker Easier Cheaper.com will refer to when managing a dispute between a customer and service provider.

If your expectations are not clearly expressed, are not recorded and not measurable it places you at a disadvantage in the event of a dispute.

As an example, If you are having an appliance installed at your home or office, the expectation is that it will also be connected to the electrical supply; but if you then later discover that the appliance is not in fact connected to an electrical supply and then dispute the quality of the work, Quicker Easier Cheaper.com then needs to be able to demonstrate to the service provider that it was clearly

stated in the contract that the expectation is that the appliance is installed and also connected to an electrical supply and is in fact working as intended.

It is important to be aware that increased levels of complexity can result in an increase in the cost of a service. The purpose of including as much detail in the description of the desired result will result in increased accuracy in the cost of the service, minimizing the risk of dissatisfaction with the result, reducing the risk of a dispute between the customer and the service provider.

## 2. Maintain contact with the customer or service provider.

Quicker Easier Cheaper.com is a service that aims to remove some of the obstacles that naturally exist in a situation where a customer finds themselves in need of assistance in a time sensitive emergency; but this can only be achieved in an environment where service providers and customers are in communication with each other.

Often in strenuous situations, the facts are not immediately available, or are slowly becoming apparent and it is important to remain in contact with the service provider or customer in order to update them as a situation develops or the perceived facts change, and this is not only to keep them informed, but also to help relieve some of the pressure that naturally occurs in these instances.

Often the needs of the customer may change as more information becomes available, or further complications can develop which may change the course of action which is required to resolve the situation to the customers level of satisfaction, and it is at these points that open communication can reduce the risk of a dispute between a customer and service provider.

## 3. Excellent customer service reduces the risk of dissatisfaction and disputes.

As indicated previously, customers will expect the same level of professionalism and quality of service from service providers as they receive from Quicker Easier Cheaper.com, and it is important that you are aware of the quality of the service you provide and that your customer service staff are suitably skilled to manage customers from all walks of life.

Your business will be interacting with customers from many varied communities with divergent expectations, and it is important to create a great first impression, especially since your service will be able to interact not only via the Quicker Easier Cheaper.com platform- which is the primary point of contact, but also by email, telephone, text and social media messaging.

Creating a good impression about your business's professionalism will help to reduce the customers anxiety about your ability to get the job done, will create impressions about your willingness to resolve possible conflict points and their willingness to give your service a positive review on the platform as well as on their social media profiles and in conversation with future customers.

Doing the things you say you will do, will help to give a sensation that the customer is in the right hands and will certainly leave a memorable impression in their minds and will result in positive reviews of your service, helping to draw more attention and customers to your business.

#### 4. Be courteous.

Customers are free to abandon a job card at any point in the process of finalizing a job card and subsequent contract.

Quicker Easier Cheaper.com will not enforce any contract if we receive a complaint about behaviour which we believe to be out of tune with the spirit of our business.

Complaints that are generated in this regard will have serious consequences for your service: They may result in negative reviews of your service, they could result in disputes which prevent final payment, and they could in certain instances result in your service being delisted from our platform.

Similarly, Quicker Easier Cheaper.com will not force nor enforce any contract against a service provider in instances where we have determined at our discretion that customers have behaved in a manner which we deem to be undesirable, whether it is through the use of abusive or racially charged language or misrepresentation of the truth etc.

We simply will not tolerate any behaviour which conflicts with our terms of service or violates the spirit of our business.

#### 5. When disputes occur.

In the event of a dispute between a service provider and a customer, Quicker Easier Cheaper.com will advise both parties to resolve the matter between themselves.

If the service provider or customer are unable or unwilling to deal directly with each other Quicker Easier Cheaper.com will attempt to mediate between the parties to ensure a satisfactory result.

##### A. Quicker Easier Cheaper.com mediator will review the contract between the parties and evaluate the situation based on this.

Should additional steps be required Quicker Easier Cheaper.com will attempt to assist in the process, but ultimately if a satisfactory solution cannot be achieved, Quicker Easier Cheaper.com will recommend perusing a civil action and hand over the necessary documents to the court or legal counsel.

##### B. Release of payment.

In the event of a dispute between 1. The customer and 2. The service provider, Quicker Easier Cheaper.com will withhold payment to the service provider until the situation is resolved between the parties, or failing that, until a Quicker Easier Cheaper.com mediator has had the opportunity to review the dynamics of the dispute and their recommendations have been executed.

6. How to lodge a dispute.

In the event of a dispute, the first step is to contact the service provider and indicate that you the customer are dissatisfied with the service rendered.

Should the service provider fail to suitably resolve the customers concerns, the customer can then lodge a complaint with Quicker Easier Cheaper .coms customer care department.

Quicker Easier Cheaper. com's customer care department will then acknowledge receipt of the complaint and inform the service provider of the complaint.

Quicker Easier Cheaper. com's customer care team will request the necessary information internally and will reach out to both the customer and service provider to resolve the matter.

Alternatively, once Quicker Easier Cheaper.com has received a request for payment from the service provider, Triggering the payment processing follow up, a Quicker Easier Cheaper.com customer care service representative will contact the customer for a post service call, to enquire about the quality of the service and the customers level of satisfaction with the services rendered.

Should a service provider wish to raise a dispute regarding a customer, they need to email the customer care team, who will acknowledge receipt of their concerns and take the necessary action as determined by the nature of the dispute.

7. In the event of a customer or a service provider refusing to co-operate.

In the event of a situation where either a customer or a service provider is unable to or unwilling to participate in the process of addressing a dispute, Quicker Easier Cheaper.com will on a case-by-case basis need to address each situation based on its merits.

We wish to emphasize that Quicker Easier Cheaper.com retains the right to limit access to our services, to put a hold on account balances and to terminate

access to our services based on our terms of service, our conflict resolution policy as well as other policies that may have relevance.