

Order Cancellation And Refund Terms

ORDER CANCELLATION AND REFUND TERMS

Effective Date: 11.10.2023

1. Purpose and Operation of the Platform

1.1. EnTemizi.Com (the “Platform”) is an intermediary platform that brings together people seeking cleaning services with professionals through a fair, transparent, and fast quotation system.

1.2. The requester clarifies their need via an experience-based question set; all Service Providers see the same information and submit bids accordingly. This enables fair pricing and comparable offers.

1.3. The Platform provides the infrastructure to help you meet correct prices; it carefully reviews Service Provider profiles and may restrict/suspend unsuitable profiles by monitoring feedback, reviews, and ratings.

1.4. The Platform does not offer in-platform messaging. Phone numbers become mutually visible 24 hours before the service start time; communication from that moment is conducted directly between the parties.

1.5. The Service Recipient may, if desired, make phone numbers visible earlier than the 24-hour threshold. The Service Provider cannot enable early visibility unilaterally.

2. Subject Matter and Limits of the Terms

2.1. These Terms set out the rules for refunds of the Advance Payment/Platform Fee.

2.2. The Platform can only refund the Advance Payment. Payments made by the Service Recipient directly to the Service Provider on the service day (the Remaining Service Fee) are part of the commercial relationship between those parties; the Platform does not hold escrow, does not intermediate the flow of the remaining fee, and provides no collection guarantee. Requests concerning such amounts must be directed to the Service Provider.

2.3. These Terms are applied together with the Site Terms of Use & Membership Agreement, Service Provider Agreement, Bidding Rules, Privacy/Information Notice (KVKK), and the Cookie Policy, and form an integral part of those documents.

2.4. In case of conflict: for issues about cancellation and refund of the Advance Payment/Platform Fee, these Terms prevail; for other issues, the provisions of the specific applicable document prevail.

2.5. By creating an order on the Platform, these Terms are deemed read and accepted; the current version on the Platform shall apply.

3. Cancellation & Refund Application Rules

3.1. The right to cancel begins when the order is created on the Platform and continues until 24 hours after the service start time.

3.2. Early Cancellation: Applications submitted until 24 hours before the service start time are processed automatically; the order is automatically cancelled and the Advance Payment is refunded.

3.3. Early Cancellation is available only if the Service Recipient has not manually opened/viewed the Service Provider's contact number earlier than 24 hours before the service start time. If early visibility has been enabled, Early Cancellation is not available; Standard Cancellation applies.

3.4. For orders created less than 24 hours before the service start time, Early Cancellation is not available.

3.5. All cancellation and refund requests other than Early Cancellation are evaluated under Articles 4–7.

4. Application Procedure

4.1. Cancellation & refund applications are made via My Profile → My Orders → Order Details, separately for each order.

4.2. The application must include the order number, the reason, and—if any—photo/video evidence.

4.3. Applications are valid only if made in accordance with the time limits in Article 3.

5. Cancellation & Refund Granted — Closed List (for Advance Payment)

The Advance Payment is refunded only in the following cases; no refunds are made outside these cases:

5.1. No-show: The Service Provider does not attend the appointment or does not start work without a reasonable excuse.

5.2. Arbitrary abandonment: The Service Provider leaves the job halfway without a reasonable excuse and offers no remedy/substitute.

5.3. Misleading bid/non-conformity: The bid does not materially cover the scope described in the question set; there is an obvious lack of expertise/crew/equipment attributable to the Service Provider.

5.4. Ethics/OHS breach: Service cannot start/continue due to alcohol/drug influence, grossly inappropriate behaviour, or privacy violations.

5.5. Force majeure — in favour of the Service Recipient: Performance becomes impossible due to administrative/technical reasons attributable to the Service Provider.

5.6. Technical error: Evident system errors such as duplicate Advance Payment charges are documented.

Explanation: Persistent/serious breaches under 5.1–5.4 may lead to profile restrictions/suspension.

6. Cancellation & Refund Not Granted — Closed List (for Advance Payment)

No refund of the Advance Payment is made in the following cases:

6.1. Recipient-initiated withdrawal: Unilateral cancellation where the Service Provider is not at fault.

6.2. Scope-creep/coercion: Forcing extra/added work by threatening ratings/reviews/price; unethical job offers. If the Service Provider does not start or stops work for these reasons, no refund right arises.

6.3. Access/fitness deficiencies: Wrong/missing address or door code; denial of entry by security; lack of water/electricity; failure to provide basic conditions such as parking/elevator.

6.4. Hazardous/unsuitable environment: Serious health/OHS risk, illegal conditions, or unforeseeable excessive risk preventing reasonable performance.

6.5. Misleading/absent visuals: No visuals uploaded, or visuals understating the scope; therefore a reasonable on-site revision of the bid is required.

6.6. Out-of-time application: Applications not complying with the time limits in Article 3.

6.7. Platform circumvention attempts or disputes arising from such attempts.

6.8. Bad-faith/suspected fraud: Deliberately false statements, manipulative review/rating threats, repeated unjust refund claims.

7. Incomplete/Defective Performance — Remedy Mechanism

7.1. In cases of incomplete/defective performance, the Service Provider may propose rectification/rework within a reasonable time.

7.2. If the Service Recipient unreasonably refuses the remedy, a refund right may not arise; if the remedy is successfully performed, no refund is made.

7.3. Claims for loss/damage are primarily between the parties; judicial/administrative avenues may be pursued if needed. The Platform may share records upon lawful request.

8. Evidence Standards and Privacy

8.1. Photo/video, call detail records, access/arrival proofs, and third-party statements may be considered; personal data are processed in accordance with KVKK.

8.2. The parties undertake to use personal data within the application solely for dispute resolution and not to share them with third parties without authorization.

9. Sanctions and Abuse

9.1. Blackmail, threats, harassment, fake profiles, review/rating manipulation, and attempts to circumvent the Platform may result in warning → visibility restriction → temporary/permanent suspension, and legal action where necessary.

9.2. In case of repetition, additional sanctions including account termination may be applied.

10. Effective Date and Updates

10.1. These Terms take effect on the date of publication; the current version is available on the Platform.

10.2. For security/compliance reasons, the Platform may update these Terms; amendments take effect upon publication.