

# Bidding Rules

ENTEMİZİ.COM BIDDING RULES (Binding Provisions)

Effective Date: 11.10.2023

## 1. Legal Nature and Scope

- 1.1. These Rules set out the mandatory provisions the Service Provider must follow when reviewing requests and submitting bids on EnTemizi.Com (the “Platform”) and form an integral part of the Service Provider Agreement.
- 1.2. Before bidding, information is collected through a standardized question set; the Platform does not provide note-taking, free-text fields, or in-Platform messaging.
- 1.3. Communication is not conducted via the Platform. Once the Service Recipient makes a selection and phone numbers become mutually visible, the parties communicate directly and clarify details between themselves.

## 2. Definitions

- 2.1. Request: The service need created by the Service Recipient via the Platform’s question set.
- 2.2. Visual Materials: Optional photos and/or videos uploaded by the Service Recipient.
- 2.3. Bid: The price and other selections submitted by the Service Provider through the Platform’s structured fields in response to a Request.

## 3. Suitability and Competence

- 3.1. The Service Provider shall bid only on Requests that match its expertise, staffing/equipment, location and schedule.
- 3.2. No bid shall be submitted where required chemicals/equipment are unavailable, legal or OHS (occupational health & safety) requirements cannot be met, or date/location is not reasonable.

## 4. Review of Request Data and Visual Materials

- 4.1. The Service Provider must review all questions and options in the Request in full.
- 4.2. Where available, Visual Materials shall be carefully reviewed; they are illustrative and assist in determining scope only.
- 4.3. Uploading Visual Materials is optional; the Service Recipient may refrain from sharing due to privacy. The absence of visuals does not justify unrealistic pricing.

4.4. Visual Materials may be used solely to evaluate the bid; downloading, reproducing, sharing, re-use, or use in portfolios/promotions requires the Service Recipient's explicit consent.

4.5. IP rights and personal data in Visual Materials are protected; sharing sensitive elements (faces, minors, addresses/plates, etc.) with third parties is strictly prohibited.

4.6. The Platform does not warrant the accuracy or recency of Visual Materials; the final scope must be directly confirmed by the parties after selection.

## 5. Binding Nature and Format of the Bid

5.1. Bids are submitted only through the Platform's structured fields; there is no free-text/comment area.

5.2. The Bid is created by correctly selecting the relevant fields such as total price, (if available) estimated duration, team size, materials included/excluded, and add-on services.

5.3. The Bid must realistically cover the Request's stated scope and is binding. Bait-and-switch practices (quoting low, then increasing later) are strictly prohibited.

## 6. Pricing and Transparency

6.1. If the Request flags conditions such as heavy soil, post-construction, heavy limescale/rust, extra floor/area, the Bid shall account for these conditions.

6.2. Price shall be set based on the Request data and (if any) Visual Materials with no surprises.

6.3. The obligation to issue invoice/receipt and whether VAT is included/excluded must be indicated correctly via the relevant fields.

## 7. Scheduling and Work Discipline

7.1. Punctuality is essential. If delay is likely, once selected the parties shall inform each other by phone within a reasonable time.

7.2. The work plan and arrival window are directly confirmed by the parties after selection.

## 8. Scope Change and Additional Work

8.1. The default is performance as per the Request.

8.2. Any additional needs arising after selection may be performed only upon the parties' mutual agreement, including additional time/price determined between the parties.

8.3. Unapproved extra work shall not be performed.

## 9. Communication Procedure (Mandatory Rule)

9.1. The Platform offers no messaging, notes, or free-text; communication cannot be conducted through it.

9.2. After selection, phone numbers become visible; all details are clarified off-Platform via direct communication.

9.3. The Platform is not a party to conversations, promises, or agreements between the parties.

## 10. Safety, Privacy and OHS

10.1. Residential/workplace privacy shall be respected; no access to locked/private areas without permission.

10.2. Manufacturer instructions and OHS rules must be followed for chemicals; risky mixtures are prohibited.

10.3. Visual Materials and personal data are processed only to evaluate the relevant Request; KVKK (Turkish personal data law) and the Platform's privacy notices apply.

## 11. Review and Rating Ethics

11.1. Self-reviews, incentivized/paid reviews, impersonation, and organized manipulation are prohibited.

11.2. Reviews may be requested, but coercive scripts or pressure are prohibited.

## 12. Protection of the Platform and Reputation

12.1. Attempts to bypass Platform processes or to divert fee flows off-Platform are prohibited.

12.2. False/misleading statements about EnTemizi.Com are not permitted; truthful and proportionate criticism in good faith is allowed.

## 13. Breach and Sanctions

13.1. In case of breach, the Platform may apply appropriate measures including warning → visibility limits → temporary/permanent suspension; for severe/repeated breaches, legal remedies may be pursued.

13.2. In case of any conflict between these Rules and the Service Provider Agreement, the specific provision prevails; unless stated otherwise, the most current texts published on the Platform apply.

## 14. Effective Date and Updates

14.1. These Rules enter into force on 11.10.2023; the current version is published on the Platform.

14.2. For security/compliance reasons, the Platform may amend these Rules; amendments take effect upon publication.