SHEPHARDLINK CUSTOMER TERMS OF USE

Last Updated: October 12 2026

These Customer Terms of Use (“Customer Terms”) govern your use of the ShephardLink website, applications, marketplace, communication systems, and related services (collectively, the “Platform”).

The Platform is operated by **ShephardLink Innovative Solutions Ltd** (“ShephardLink,” “we,” “us,” or “our”).

By creating an account, submitting a service request, accepting an offer, making a payment, or otherwise accessing the Platform, you agree to these Customer Terms, our Privacy Policy, Cancellation & Refund Policy, and Community & Marketplace Rules. If you do not accept these terms, you must refrain from using the Platform.

1. ABOUT SHEPHARDLINK

ShephardLink operates an online marketplace that facilitates connections between customers and independent service providers. Depending on the service and transaction, the Platform may enable you to:

- Describe a required service;
- Receive responses, quotations, or offers from Providers;
- Compare Providers;
- Communicate with Providers;
- Select a Provider;
- Arrange and/or pay for Services;
- Obtain customer support;
- Submit reviews and feedback.
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Unless explicitly stated otherwise, ShephardLink does **not** perform the Services offered by independent Providers. A Provider is an independent individual or business offering Services through the Platform.

2. DEFINITIONS

- “Customer,” “you,” or “your” refers to any individual or entity using the Platform to request or obtain Services.

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“Provider” refers to an independent service professional, artisan, company, or other entity offering Services through ShephardLink.

“Services” denotes the services provided by Providers via the Platform.

“Platform” encompasses the ShephardLink website, applications, software, communication tools, and associated systems.

“Request” signifies a Customer’s submission requesting Services.

“Offer” denotes a price, quotation, proposal, or response submitted by a Provider.

“ShephardLink Fee” refers to any service, connection, booking, platform, or other fee charged by ShephardLink and disclosed prior to payment.

“Transaction” means an arrangement between a Customer and a Provider facilitated through the Platform.

3. ELIGIBILITY

Users must be at least 18 years of age to establish an account or arrange Services through the Platform, unless ShephardLink provides explicit written authorization.

Users must supply accurate information and may not impersonate another individual or establish an account using another person’s data.

4. YOUR ACCOUNT

You are responsible for:

- Maintaining the confidentiality of your login credentials;
- Providing accurate information;
- Ensuring your contact information remains current;
- Preventing unauthorized access to your account; and
- Notifying ShephardLink if you suspect your account has been compromised.

You may not sell, transfer, or authorize another party to use your account without our prior consent.

5. SUBMITTING A REQUEST

When submitting a Request, you must provide information that is reasonably accurate and sufficient for Providers to understand the scope of work.

Where applicable, you should disclose:

- Location;

- Property type;
- Required date and time;
- Relevant measurements;
- Photographs;
- Known defects;
- Special access requirements;
- Safety considerations; and
- Other material information.

You may not intentionally provide misleading information to obtain a lower quotation or otherwise manipulate a Provider.

6. PROVIDER OFFERS

Providers bear responsibility for the accuracy of their Offers.

An Offer may encompass:

- Labor;
- Materials;
- Transportation;
  - call-out fees;
  - estimated duration;
  - exclusions;
  - warranties; and
  - other applicable charges.

Unless expressly stated otherwise, an estimate is not necessarily a final price.

You should review the Provider's Offer before accepting it.

7. PRICE AND SHEPHARDLINK FEES

Before completing a payment through the Platform, ShephardLink will display applicable charges that are known at that time.

Where applicable, the checkout may separately display:

Provider charge: ₦[amount]

ShephardLink Fee: ₦[amount]

Total: ₦[amount]

ShephardLink will not knowingly conceal mandatory charges from the Customer before payment.

Additional charges requested by a Provider after the transaction begins must comply with the scope-change rules in these Terms.

8. ADDITIONAL WORK AND PRICE CHANGES

A Provider should not perform materially additional work or charge materially additional amounts outside the agreed scope without your approval.

Where practical, additional work should be documented through the Platform.

If you reject additional work, the Provider should explain any consequences of stopping at the original scope.

An exception may apply where immediate action is reasonably necessary to prevent imminent damage or address a genuine safety issue.

9. PAYMENTS

Where ShephardLink facilitates payment, you authorize ShephardLink and its payment service providers to process the applicable amount.

Payment information may be processed by third-party payment providers. ShephardLink does not ordinarily store complete payment-card credentials where the payment provider can securely process them directly.

You must not use fraudulent payment methods or attempt to reverse a legitimate transaction dishonestly.

10. CANCELLATIONS AND REFUNDS

Cancellations and refunds are governed by the ShephardLink Cancellation & Refund Policy.

The applicable cancellation and refund terms will be made available before or during the relevant transaction.

Nothing in the Cancellation & Refund Policy removes rights that cannot lawfully be excluded under applicable Nigerian law.

11. PROVIDERS ARE INDEPENDENT

Unless expressly stated otherwise:

- Providers are independent businesses or professionals;
- Providers are not ShephardLink employees;
- ShephardLink does not control the manner in which Providers perform their Services;
- Providers are responsible for their own personnel, equipment, licences, permits and professional obligations.

Selecting a Provider through ShephardLink does not create an employment, partnership, joint venture or agency relationship between you and ShephardLink.

12. PROVIDER VERIFICATION

ShephardLink may conduct certain verification checks.

A Provider’s profile may display specific verification statuses, such as:

- Identity Verified;
- Business Verified;
- Qualification Verified; or
- Address Verified.

Verification means only that ShephardLink or an authorized verification provider completed the particular check described by that status.

Verification does not automatically guarantee:

- workmanship;
- competence;
- character;
- safety;
- licensing;
- availability;
- honesty;
- future conduct;
- quality of Services; or
- successful completion of a transaction.

Further details are contained in the Provider Verification Policy.

13. YOUR RESPONSIBILITIES

You must:

- provide safe and lawful access to the property where Services are performed;
- provide accurate instructions;
- treat Providers respectfully;
- disclose material safety information reasonably known to you;
- pay agreed amounts;
- obtain any permissions you are responsible for obtaining;
- avoid requesting unlawful Services; and
- cooperate reasonably with legitimate dispute investigations.

You must not knowingly expose a Provider to unreasonable danger.

14. PROPERTY ACCESS AND SECURITY

If a Provider is entering your home, business, vehicle or other property, you remain responsible for deciding whether access is appropriate.

Where practical, Customers should:

- secure valuables;
- restrict access to unnecessary areas;
- disclose relevant hazards;
- supervise access where appropriate.

For higher-risk Services, ShephardLink may impose additional safety requirements.

15. EMERGENCIES

ShephardLink is not an emergency-response service.

If there is immediate danger to life, serious injury, fire, an active crime or another emergency, contact the appropriate emergency or public safety service rather than relying solely on the Platform.

16. OFF-PLATFORM TRANSACTIONS

You must not deliberately move a transaction introduced through ShephardLink off the Platform for the purpose of avoiding applicable ShephardLink Fees.

This does not prevent ordinary communication between Customers and Providers where such communication is reasonably necessary to perform a Service.

Where ShephardLink introduces a Customer and Provider, the parties must not use the Platform merely as a means of discovering one another and then deliberately circumvent applicable transaction fees.

17. REVIEWS AND RATINGS

You may submit honest reviews based on your genuine experience.

Reviews must not:

- contain knowingly false information;

- impersonate another person;
- contain threats;
- publish unnecessary private information;
- contain discriminatory abuse;
- attempt to manipulate ratings;
- be exchanged for undisclosed payment or benefits; or
- falsely accuse a person of criminal conduct.

ShephardLink may remove or restrict reviews that violate the Community & Marketplace Rules.

18. DISPUTES WITH PROVIDERS

If a problem occurs, you should first report it through the Platform as soon as reasonably possible.

ShephardLink may:

- request information from you and the Provider;
- review Platform records;
- request photographs, receipts or other evidence;
- contact the Provider;
- facilitate communication;
- issue a refund where applicable;
- restrict or suspend an account;
- remove a Provider from the Platform.

ShephardLink’s internal review does not constitute a court judgment or arbitration award unless the parties separately agree to an arbitration process.

Nothing prevents either party from exercising rights available under applicable law.

19. PROHIBITED CONDUCT

You must not use the Platform to:

- commit fraud;
- threaten or harass another person;
- steal;
- solicit unlawful Services;
- submit fake Requests;
- manipulate reviews;
- provide false identity information;
- bypass Platform fees deliberately;
- interfere with Platform security;
- introduce malicious code;
- collect another user's information without authorization;
- impersonate ShephardLink or a Provider; or
- violate applicable law.

20. PLATFORM AVAILABILITY

ShephardLink does not guarantee that:

- a Provider will accept a Request;
- a particular Provider will be available;
- a Service will always be available;
- a Request will receive a response;
- the Platform will be uninterrupted; or

- every Provider listed will remain available.

We may modify, suspend or discontinue parts of the Platform where reasonably necessary.

21. SAFETY AND HIGH-RISK SERVICES

Certain Services may involve electricity, gas, heights, construction, security, machinery or other hazards.

ShephardLink may impose additional requirements for high-risk categories.

Customers should not request Services that require a licence or qualification unless the Provider has the appropriate credentials where required by law.

22. INTELLECTUAL PROPERTY

ShephardLink owns or licenses the Platform, branding, software, design, text and other intellectual property used to operate the Platform.

You may use the Platform only for lawful personal or business purposes consistent with these Terms.

You must not copy, reverse engineer, reproduce or commercially exploit ShephardLink’s intellectual property without permission.

23. USER CONTENT

You may submit photographs, descriptions, reviews and other content.

You retain ownership of content that you own.

By submitting content, you grant ShephardLink a non-exclusive, worldwide, royalty-free licence to host, reproduce, display and use that content as reasonably necessary to operate, promote, secure and improve the Platform.

You confirm that you have the right to submit the content.

24. PRIVACY

Our collection and use of personal information is governed by the ShephardLink Privacy Policy.

ShephardLink will process personal data in accordance with applicable data-protection requirements.

25. SUSPENSION AND TERMINATION

ShephardLink may suspend or terminate an account where reasonably necessary to:

- prevent fraud;
- protect users;
- investigate serious misconduct;
- enforce these Terms;
- comply with law;

- address security risks; or
- protect the integrity of the Platform.

Where appropriate, we may provide notice and an opportunity to respond.

Termination does not remove obligations that arose before termination.

26. LIMITATION OF RESPONSIBILITY

ShephardLink is responsible for its own acts and omissions in operating the Platform.

Providers remain responsible for the Services they independently provide.

Nothing in these Terms excludes, restricts or limits any liability, consumer right, warranty or remedy that cannot lawfully be excluded or limited under applicable law.

To the extent permitted by law, ShephardLink is not responsible for losses caused solely by a Provider's independent acts or omissions.

27. INDEMNITY

To the extent permitted by applicable law, a Customer may be responsible for losses, claims or reasonable costs suffered by ShephardLink as a result of the Customer's:

- fraud;

- unlawful conduct;
- deliberate misuse of the Platform;
- infringement of another person's rights; or
- material breach of these Terms.

28. UPDATES

We may update these Terms when reasonably necessary.

Material changes will be communicated through the Platform or other appropriate means.

The updated Terms will apply from the effective date stated in the revised version.

29. GOVERNING LAW

These Terms are governed by the laws of the Federal Republic of Nigeria, subject to mandatory consumer protections and other applicable laws.

Any dispute-resolution procedure adopted by ShephardLink will not prevent a Customer from exercising statutory rights available under Nigerian law.

30. SEVERABILITY

If a provision is found unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

31. ENTIRE AGREEMENT

These Customer Terms, together with the Privacy Policy, Cancellation & Refund Policy and Community & Marketplace Rules applicable to Customers, form the agreement governing your use of the Platform.

32. CONTACT

ShephardLink Innovative Solutions Ltd

Website: https://shephardlink.com

Email: hello@shephardlink.com

Nigeria

For customer complaints or disputes, contact us through the Platform or the email above.