SHEPHARDLINK PROVIDER TERMS & CONDITIONS

Last Updated: October 12 2026

These Provider Terms & Conditions (“Provider Terms”) govern your registration and participation as a service provider on the ShephardLink Platform.

By registering as a Provider, accepting a Request, submitting an Offer, performing Services or otherwise using the Platform as a Provider, you agree to these Provider Terms, the Privacy Policy, Provider Verification Policy and Community & Marketplace Rules.

1. THE SHEPHARDLINK MARKETPLACE

ShephardLink operates a marketplace that connects Customers with independent service providers.

ShephardLink does not ordinarily employ Providers and does not direct the detailed manner in which Providers perform Services.

You remain an independent business or professional responsible for the Services you provide.

2. ELIGIBILITY

You must:

- be at least 18 years old;
- provide accurate identity and business information;
- have the legal capacity to provide the Services you offer;
- hold licences, permits or qualifications required for your Services;
- comply with applicable laws;
- maintain any insurance required by law or by ShephardLink for particular categories.

ShephardLink may impose additional eligibility requirements for high-risk or regulated Services.

3. PROVIDER INFORMATION

You must provide accurate:

- name;
- phone number;
- email;
- service categories;
- service areas;
- business information;
- qualifications where relevant;
- pricing information where applicable;
- identification information;
- bank/payment information where required.

You must promptly update material changes.

Providing false information may result in suspension or termination.

4. VERIFICATION

ShephardLink may require verification before allowing you to receive Requests.

Verification may include:

- identity verification;
- business verification;
- qualification verification;
- address verification;
- document verification;
- phone/email verification;
- fraud and risk checks.

Verification does not guarantee future performance.

ShephardLink may periodically request updated information.

5. SERVICES

You must only offer Services that you are legally and reasonably capable of performing.

You must accurately describe:

- what you offer;
- what is included;

- what is excluded;
- your service area;
- estimated timing;
- relevant qualifications;
- material limitations.

You must not advertise a qualification, certification, licence or experience that you do not possess.

6. MARKET

Your Offers must be honest and reasonably complete.

Where possible, identify:

- labour;
- materials;
- call-out fees;
- transport;
- taxes or mandatory charges;
- estimated duration;
- exclusions.

You must not deliberately quote an artificially low price with the intention of imposing undisclosed charges after acceptance.

7. ADDITIONAL SERVICE

If additional work becomes necessary, you should explain:

- why it is necessary;
- the additional cost;
- the effect on timing.

You should obtain Customer approval before materially increasing the agreed price or scope.

Where an immediate action is reasonably necessary to prevent serious damage or address an urgent safety issue, document the circumstances as soon as possible.

8. ASSURANCE

You must perform Services:

- with reasonable care and skill;
- within the agreed scope;
- in accordance with applicable laws and professional standards;
- within agreed timelines, subject to circumstances reasonably outside your control.

Where you become aware of a significant delay, notify the Customer promptly.

9. PROVIDER RESPONSIBILITY

You are responsible for your Services and for the acts and omissions of:

- employees;
- assistants;

- agents;
- subcontractors;
- persons you send to perform work on your behalf.

Using another person does not automatically transfer responsibility away from you.

10. SUBSTITUTION

Where the identity or qualifications of the named Provider are material to the Customer's decision, you should not substitute another person without the Customer's approval.

Any substitute must possess the qualifications reasonably required for the Service.

11. PROPERTY DAMAGE AND LOSS

You are responsible, subject to applicable law, for damage to Customer property caused by your negligence, misconduct or failure to exercise reasonable care.

You must promptly report accidental damage.

You must not remove Customer property unless:

- it belongs to you;
- the Customer has authorized removal; or
- removal is reasonably necessary for the agreed Service.

12. SAFETY

You must maintain reasonable safety practices.

You must not perform work while impaired by alcohol, drugs or another condition that makes you unsafe to perform the Service.

You must use appropriate protective equipment and follow applicable safety requirements.

13. CUSTOMER ACCESS

You must respect Customer property and privacy.

You must not:

- enter areas outside the agreed work area without permission;
- photograph private areas unnecessarily;
- access personal documents;
- copy keys without authorization;
- remain on property after the Service has ended without permission.

14. CRIMINAL AND UNLAWFUL CONDUCT

You must not use the Platform to facilitate unlawful activity.

Serious allegations involving theft, fraud, violence, abuse or other criminal conduct may be referred to appropriate authorities where required or appropriate.

15. PAYMENTS

Where ShephardLink processes payments, payment will be handled through the applicable payment system.

You must not request payment through an unauthorized method solely to avoid ShephardLink Fees.

ShephardLink may delay or withhold a payout where reasonably necessary to investigate fraud, chargebacks, disputes or legal issues, subject to applicable law.

16. OFF-PLATFORM CIRCUMVENTION

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

You may communicate with Customers outside the Platform where reasonably necessary to perform an agreed Service, but you must not use the Platform primarily to obtain customers and then deliberately circumvent the applicable transaction charges.

17. REVIEWS

You must not:

- create fake reviews;
- ask friends or employees to create deceptive reviews;
- threaten Customers over negative reviews;

- offer undisclosed compensation for positive reviews;
- manipulate ratings.

You may respond professionally to reviews.

18. CUSTOMER COMPLAINTS

When a Customer raises a complaint, you agree to cooperate reasonably with ShephardLink's review.

ShephardLink may request:

- photographs;
- receipts;
- quotations;
- messages;
- evidence of completion;
- qualification documents;
- other relevant information.

19. SHEPHARDLINK PLATFORM ACTIONS

Where reasonably necessary, ShephardLink may:

- warn a Provider;
- restrict certain categories;
- temporarily suspend an account;
- remove a listing;
- require additional verification;
- withhold platform access;
- terminate a Provider account.

Where practical, ShephardLink will consider the seriousness of the conduct and relevant evidence.

Nothing in this section creates a promise that ShephardLink must take a particular action.

20. INSURANCE AND LICENCES

You are responsible for maintaining any insurance, licence, permit or professional authorization legally required for your Services.

ShephardLink may request evidence where appropriate.

For certain categories, ShephardLink may make insurance or qualification evidence a condition of participation.

21. TAXES

You are responsible for your own tax obligations arising from your business or Services, except where ShephardLink is legally required to withhold or remit amounts.

22. INDEPENDENT CONTRACTOR STATUS

You are an independent Provider.

Nothing in these Terms creates an employment relationship, partnership, joint venture or agency relationship between you and ShephardLink.

You are responsible for your own personnel and business operations.

23. CONFIDENTIALITY AND CUSTOMER INFORMATION

Customer information obtained through ShephardLink may only be used for legitimate purposes connected to the Service.

You must not:

- sell Customer information;
- add Customers to unrelated marketing lists without lawful permission;
- disclose Customer information unnecessarily;
- publish Customer addresses or photographs;
- retain sensitive information longer than necessary.

24. DATA PROTECTION

You must comply with applicable data-protection requirements when processing Customer information.

Where you process personal information on your own behalf, you remain responsible for your legal obligations concerning that processing.

Where ShephardLink provides specific instructions concerning Customer data, you must follow them.

25. INTELLECTUAL PROPERTY

You retain ownership of materials you own.

You grant ShephardLink permission to display your business name, logo, profile information, service descriptions, photographs and reviews as reasonably necessary to operate and market the Platform.

You confirm that you have the right to submit such materials.

26. PROVIDER REPRESENTATIONS

By using the Platform, you represent that:

- your information is accurate;
- you are legally permitted to offer your Services;
- you have the qualifications you claim;
- your Services will comply with applicable law;
- you will not knowingly mislead Customers.

27. INDEMNITY

To the extent permitted by applicable law, you may be responsible for losses, claims, damages and reasonable costs suffered by ShephardLink arising from:

- your unlawful conduct;

- fraud;
- negligence or misconduct;
- material breach of these Provider Terms;
- unauthorized use of Customer information;
- infringement of another person’s rights;
- Services performed by you or persons acting on your behalf.

28. LIMITATION

ShephardLink operates the marketplace and related Platform services.

Except where expressly stated otherwise, ShephardLink does not guarantee:

- that you will receive Requests;
- that Customers will accept your Offers;
- the volume of work available;
- Customer payment behaviour;
- future earnings;
- uninterrupted Platform access.

29. SUSPENSION AND TERMINATION

ShephardLink may suspend or terminate your Provider account for:

- fraud;
- serious misconduct;

- repeated poor performance;
- safety concerns;
- false information;
- expired or invalid qualifications;
- unlawful activity;
- fee circumvention;
- serious Customer complaints;
- breach of these Terms.

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

30. GOVERNING LAW

These Terms are governed by Nigerian law, subject to mandatory applicable laws.

31. SEVERABILITY

If a provision is held unenforceable, the remaining provisions remain effective to the extent permissible by law.

32. CONTACT

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