

ERRAND RUNNER – TERMS AND CONDITIONS OF USE

Last Updated: 2nd January, 2026

Governing Law and Jurisdiction

These Terms and Conditions (“Terms”) are governed by and shall be interpreted in accordance with the laws of the **Republic of Sierra Leone**. Any rights, obligations, disputes, or claims arising out of or in connection with the use of the Platform shall be subject to the applicable laws and legal processes of the Republic of Sierra Leone.

Binding agreement notice

These Terms govern access to and use of the **Errand Runner** website, mobile application, dashboards, communication tools, payment systems, and all related services (collectively, the “Platform”).

Errand Runner is a private business owned and operated by a private individual (“Company”, “we”, “us”, or “our”) that provides a digital platform connecting Customers who request errands with registered and approved errand runners (“Runners”).

By creating an account, making a booking, accepting or performing a task, sending or receiving payments, or otherwise using the Platform, you confirm that you have **carefully read, fully understood, and irrevocably agreed** to be legally bound by these Terms.

If you do not agree to these Terms, you **must immediately discontinue use** of the Platform.

TABLE OF CONTENTS

HOW TO READ THIS DOCUMENT (Key to symbols, structure & navigation)

1. DEFINITIONS AND INTERPRETATION
 2. PLATFORM ROLE, OPERATIONAL RESPONSIBILITY, AND DISCLAIMER
 3. ELIGIBILITY, ACCOUNT REGISTRATION, AND SECURITY
 4. BOOKINGS, ERRAND SCOPE, AND CUSTOMER OBLIGATIONS
 5. PAYMENTS, COSTS, AND FINANCIAL RESPONSIBILITIES
 6. NON-PAYMENT, UNDERPAYMENT, AND REFUSAL TO PAY
 7. ERRAND RISKS, DAMAGE, AND LIABILITY LIMITATIONS
 8. SAFETY, SECURITY, AND PERSONAL RISK
 9. DELAYS, FORCE MAJEURE, AND UNCONTROLLABLE EVENTS
 10. SHOP CLOSURES, AVAILABILITY, TIME CONSTRAINTS, AND RESCHEDULING
 11. CANCELLATIONS, MODIFICATIONS, AND TASK REASSIGNMENT
 12. ACCOMPLISHMENTS, DISCOUNTS, AND INCENTIVES
 13. RATINGS, REVIEWS, FEEDBACK, AND PLATFORM CONDUCT
 14. DISPUTE RESOLUTION, CATEGORIES, AND EVIDENCE REVIEW
 15. SUSPENSION, INVESTIGATION, AND TERMINATION OF ACCOUNTS
 16. INTELLECTUAL PROPERTY, BRAND USE, AND RUNNER VERIFICATION
 17. CONTACT INFORMATION
-

HOW TO READ THIS DOCUMENT (Key to symbols, structure, and navigation)

This page explains the structure, numbering system, symbols, and visual indicators used throughout these Terms and Conditions to improve clarity, navigation, and understanding.

1. Section numbering system- each major topic in this document is organized into numbered sections for clarity and easy reference. Whole numbers (example: 1, 2, 3, 15), indicate a main section covering a distinct legal topic. Examples: Section 1 – Definitions and Interpretation, Section 4 – Bookings, Errand Scope, and Customer Obligations.
2. Subsections (example: 2.1, 2.2, 2.3) Subsections break a main section into specific rules, duties, or explanations. These provide structured detail within a section.
3. Sub-Subsections (example: 2.3.1, 2.3.2) some sections require additional detail. These are shown as: Second-level subsections using two decimal points. Example: 2.3.1, 2.3.2

These are used to: clarify exceptions, separate procedures, define specific conditions or consequences

4. Bullet point symbols and their meanings- different bullet symbols are used intentionally to signal different types of information.
 - Black bullet (●) indicates a list of rules, obligations, conditions, or examples.

Used for: requirements, prohibited actions consequences, general lists

- Arrow bullet indicates a definition or explanatory item. They are used primarily in [Section 1](#) (Definitions)

5. Horizontal Divider Lines Horizontal lines are used to: clearly separate sections, improve readability and to avoid confusion between unrelated rules. They do not affect the legal meaning of the Terms.

6. Upward Arrow (↑) navigation symbol- The up arrow symbol appears at the start of each section. This symbol is a navigation aid that links back to the top of the document which helps users quickly return to the Table of Contents It has no legal meaning and does not affect interpretation.

7. Headings and Formatting Headings are used for convenience and readability only. Headings do not limit or expand the legal meaning of any clause. Legal interpretation depends on the full content, not headings alone

8. Purpose of This Guide This guide exists to help users understand how to read these Terms, reduce confusion or misinterpretation, and strengthen transparency and legal clarity

If any part of this document is unclear, users are encouraged to contact the Platform for clarification before continuing to use the service.

1. DEFINITIONS AND INTERPRETATION



For the purposes of these Terms and Conditions, and for clarity and avoidance of doubt, the following definitions apply:

- **Customer-** any individual or legal entity that creates an account on the Platform to request, schedule, or receive errands or services, whether paid or unpaid.
- **Runner-** an individual approved by Errand Runner and engaged by the Company to perform errands assigned through the Platform. Runners operate under the Company's operational framework, policies, training standards, and task assignment system, and may be engaged as employees or under other lawful engagement arrangements as determined by the Company.
- **Errand-** any lawful task requested by a Customer through the Platform that requires physical presence or action, including but not limited to queuing, shopping, delivery, household assistance, accompaniment, or similar services, subject to the limitations and prohibitions set out in these Terms.
- **Booking-** A formal request created by a Customer describing an errand, including its scope, location, timing, instructions, declared risks, and applicable payment terms.
- **Completed Task-** An errand that has been marked as completed by the assigned Runner and either:
 - Confirmed by the Customer, or
 - Deemed completed by the Platform based on available evidence, communication records, or reasonable assessment.
- **Upfront Payment-** any portion of the total cost required to be paid before an errand is commenced or a Runner is dispatched.

- **Escrow-** the temporary holding of Customer funds by the Platform until completion conditions, dispute resolution, or other applicable requirements are satisfied.

 - **Interpretation Rules**
 - Headings are included for convenience only and do not affect interpretation.
 - Singular words include the plural and vice versa.
 - References to laws include amendments or replacements thereof.
 - References to “including” mean “including but not limited to.”
-

2. PLATFORM ROLE, OPERATIONAL RESPONSIBILITY, AND DISCLAIMER

This section defines the role of Errand Runner, the nature of its responsibilities, and the practical limits of its guarantees, while recognizing that Runners operate under the Company’s assignment, policies, and operational oversight.

2.1 Role of the Platform

Errand Runner operates a service platform that:

- Receives, processes, and manages errand requests from Customers
- Assigns errands to registered, vetted, and approved Runners
- Provides operational guidelines, training standards, and task instructions to Runners
- Facilitates communication, tracking, and payment handling between Customers and Runners
- Monitors task progress and addresses complaints, disputes, and service issues in accordance with these Terms

While Errand Runner does not personally perform errands, it plays an active and central role in coordinating, assigning, supervising, and managing how errands are carried out through its Runners.

2.2 Status of Runners

Runners perform errands as individuals engaged by Errand Runner and operate subject to:

- Internal policies, codes of conduct, and disciplinary procedures
- Training, on boarding, and performance standards set by the Company
- Task assignment, scheduling, and operational control exercised through the Platform

However, Customers acknowledge that errands are carried out in real-world environments that are not under the Company's direct physical control at all times.

2.3 Scope of company responsibility

Errand Runner is responsible for:

- Ensuring that assigned Runners are properly on boarded, authorized, and active
- Maintaining structured systems for booking, assignment, tracking, and completion of errands
- Investigating complaints, disputes, incidents, or reported misconduct
- Taking corrective, disciplinary, or remedial action where internal standards are breached

Errand Runner does **not** guarantee:

- The availability of specific items, brands, quantities, or services at third-party locations
- Prices set by shops, vendors, service providers, or other third parties
- Completion within an exact timeframe where delays arise from external, environmental, or uncontrollable factors

2.4 Performance limitations and practical realities

Customers acknowledge that:

- Many errands depend on third-party businesses, public services, traffic conditions, weather, or external infrastructure
- Availability, pricing, and timelines may change without notice
- Certain errands may require substitutions, partial fulfilment, or rescheduling

Where an errand cannot be completed exactly as requested, the Platform may, acting reasonably:

- Propose modifications or alternative solutions
 - Reschedule the errand
 - Complete the errand partially where appropriate
-

2.5 No blanket transfer of risk

Errand Runner does **not** automatically shift all risk to Customers or Runners. Instead:

- Each party bears responsibility for matters within their reasonable control
- The Company assumes responsibility for operational oversight, assignment systems, and internal enforcement
- External risks and uncontrollable events are addressed under other sections of these Terms

Nothing in this section excludes or limits liability that cannot be excluded under applicable law in the Republic of Sierra Leone.

3. ELIGIBILITY, ACCOUNT REGISTRATION, AND SECURITY

This section explains who may use the Platform, how accounts are created and verified, and how account security and personal data are protected.

3.1 Customer eligibility

To create and maintain a Customer account on the Platform, you must:

- Be **at least 18 years of age**
- Have the legal capacity to enter into binding agreements
- Provide **accurate, truthful, current, and complete information**
- Use the Platform only for lawful purposes
- Comply with all Platform policies, rules, and applicable laws

The Platform reserves the right to refuse, suspend, or terminate accounts that do not meet eligibility requirements.

3.2 Customer Account Creation Process

Customer account registration occurs in **multiple verification stages** to ensure safety, trust, and legal compliance.

Step 1: Account registration

The Customer creates an account by providing required information, which may include:

- Full name
- Email address
- Phone number
- Password and login credentials

At this stage, the account remains **unverified and limited**.

Step 2: Email verification

- A **verification code** is sent to the email address provided.
- The Customer must enter the correct code to confirm email ownership.
- Failure to verify the email may restrict access or prevent bookings.

This step helps prevent:

- Fake accounts
 - Impersonation
 - Unauthorized use of email addresses
-

Step 3: National ID submission and verification

After email verification:

- The Customer is required to **upload a valid National ID card** or approved identification document.
- The account enters a **pending verification status** while documents are reviewed.
- During this period, Platform access may be limited or restricted.

The Platform reserves the right to:

- Reject unclear, expired, or fraudulent documents
 - Request additional verification
 - Suspend accounts that fail verification
-

3.3 Runner application and account eligibility

Runner accounts are subject to **separate and stricter requirements** due to the nature of physical errands.

To become a Runner, applicants must:

- Be **at least 18 years old**
- Provide valid identification and verification documents

- Truthfully disclose:
 - Skills and task preferences
 - Availability hours
 - Physical or medical limitations (where relevant)
 - Maintain reliable communication channels (having a mobile phone is mandatory).
-

Runner application process

Applicants may apply through:

- The **online Runner application form** on the Platform, or
- **In person** at the Errand Runner office located at **Lightfoot Boston Street, Freetown, Sierra Leone**

The process includes:

1. Application submission
2. Screening and review
3. Interview (if selected)
4. Signing of **private Runner Terms & Conditions** and contract (if approved)

Submission of an application **does not guarantee acceptance**. Unsuccessful applicants may be placed on a waiting list or rejected, with records retained for future reference.

3.4 Accuracy of information and ongoing obligations

All Users (Customers and Runners) must:

- Ensure information provided is accurate and up to date
- Promptly update details when changes occur
- Avoid impersonation, misrepresentation, or misuse

Providing false, misleading, or outdated information constitutes a **material breach** and may result in:

- Account suspension or termination
 - Loss of access to services
 - Legal action where applicable
-

3.5 Account responsibility and credential security

Users are solely responsible for:

- Safeguarding login credentials
- Protecting devices used to access the Platform
- All actions performed through their account

The Platform is not liable for losses resulting from:

- Shared passwords
- Compromised devices
- Negligence in securing login details

Any suspected unauthorized access must be reported immediately.

3.6 Platform security measures

To protect user data and account integrity, the Platform implements:

- Secure authentication mechanisms
- Encrypted data storage and transmission
- Device and login monitoring
- Restricted internal access to sensitive data

Despite these measures, no system is entirely risk-free. Users acknowledge that:

- Reasonable security measures are applied
 - Absolute security cannot be guaranteed
-

3.7 Right to suspend or terminate accounts

The Platform reserves the right to:

- Suspend, restrict, or terminate any account
- Deny access without prior notice where:
 - Fraud is suspected
 - Verification fails
 - Policies are breached
 - Legal or security risks arise

Such actions are taken to protect Customers, Runners, and the Platform as a whole.

4. BOOKINGS, ERRAND SCOPE, AND CUSTOMER OBLIGATIONS

4.1 Accuracy and completeness of bookings

Customers must provide **precise and unambiguous details**, including:

- Exact product names, brands, sizes, flavors, quantities
- Clear distinction between similar items (example: powder vs syrup)
- Correct addresses, landmarks, and access instructions
- Accurate timing and urgency
- Clear disclosure of any risks, fragile items, or special handling needs

The Platform and Runner are **not responsible** for outcomes resulting from vague, incomplete, or incorrect instructions.

4.2 Location representation

Customers must not misrepresent:

- Accessibility of locations
- Safety conditions
- Distance or terrain difficulty

If a location is unusually hard to find or access, additional fees may apply or the task may be declined.

4.3 Disclosure of Minors and Child Presence

Customers must clearly disclose **in advance** if:

- Any minor (under 18) will be present at the errand location
- The errand location is a residence where children live
- The errand involves areas commonly accessed by minors

Failure to disclose the presence of minors constitutes **material misrepresentation** of the booking.

The Platform and Runner rely on Customer disclosures to assess safety, legality, and task eligibility.

4.4 Child safety restrictions on bookings

The Platform strictly prohibits bookings that:

- Require a Runner to supervise, monitor, care for, or be responsible for a minor
- Involve transporting minors for any purpose
- Require entering or remaining in a location where only a minor is present
- Place a Runner in sole adult presence with a minor

Errands involving household tasks, cleaning, or pickups **require a responsible adult (18+) to be present** at all times unless expressly approved by the Platform under emergency conditions.

4.5 Emergency modifications involving children

In exceptional emergency situations where a Customer must temporarily step away from a location:

- The Customer must disclose the emergency **before or during booking**
- Another responsible adult must be present, or
- The Customer accepts that the Runner may pause, refuse, or terminate the errand immediately

The Platform reserves the right to cancel or modify such errands in favour of child and Runner safety.

4.6 Fraudulent, fake, or malicious bookings

Fraud includes but is not limited to:

- Non-existent errands
- Fake addresses or contacts
- Intentional absentees
- Booking with intent not to pay

Consequences include:

- Immediate suspension or permanent ban
- Recovery of losses
- Reporting to authorities where applicable

4.7 Prohibited errands and restricted items

The Platform strictly prohibits errands that involve illegal, unsafe, or restricted activities or items.

4.7.1 Prohibited items

Runners **must not**, under any circumstances, purchase, transport, deliver, collect, store, or handle:

- Illegal drugs or controlled substances, including but not limited to:
 - Marijuana / weed / Kush
 - Tramadol
 - Molly / MDMA
 - Cocaine, heroin, methamphetamine
 - Prescription drugs without valid authorization
- Weapons, firearms, ammunition, explosives, or weapon components
- Stolen goods or items suspected to be stolen
- Hazardous, toxic, or bio-medical materials
- Counterfeit or pirated goods
- Any item prohibited under local, national, or international law

The Platform operates a **zero-tolerance policy** toward illegal substances.

4.7.2 Prohibited activities

Customers must not request errands that involve:

- Drug procurement, delivery, or facilitation
- Acting as a courier for undisclosed or concealed items
- Entering premises for illegal activities
- Assisting in fraud, scams, or unlawful acts
- Any task that places the Runner at legal, physical, or personal risk

Runners are **never obligated** to continue an errand they believe is unsafe or illegal.

4.8 Mandatory declaration for delivery errands

For errands involving **delivery or transportation of items**:

- Customers **must fully declare** all contents of the package
- No sealed, concealed, or misleading packages are allowed
- Customers confirm that:
 - Items are legal
 - Items are safe to transport
 - Items do not violate any laws

Failure to declare contents accurately constitutes a **serious breach** of these Terms.

4.9 Illegal requests made during an active errand

If, during an errand (example laundry, cleaning, home assistance), a Customer:

- Requests the Runner to purchase or collect illegal drugs, or
- Attempts to redirect the task to an illegal activity

Then:

1. The Runner will **immediately stop the errand**
2. The Runner will **notify the Platform**
3. The booking will be **terminated instantly**
4. No refund will be issued
5. The Customer's account may be:
 - Permanently banned, or
 - Suspended pending investigation

Where necessary, the Platform reserves the right to **report the incident to authorities**.

4.10 Illegal or prohibited bookings already placed

If a booking is discovered (before or after assignment) to involve prohibited items or activities:

- The booking will be **cancelled immediately**
- The Customer will be **notified without delay**
- Any payments made may be forfeited
- The account may be suspended or permanently banned

The Platform is not liable for any losses arising from such cancellation.

4.11 Customer acknowledgement

By placing a booking, the Customer confirms that:

- The errand is legal
- All details are truthful and complete
- No prohibited items or activities are involved

False declarations are treated as **fraudulent conduct**.

5. PAYMENTS, COSTS, AND FINANCIAL RESPONSIBILITIES

This section governs all financial aspects of errands on the Platform, including pricing, currencies, disputes, payment timing, and customer obligations. By making a booking, the Customer agrees to these financial terms.

5.1 Payment models and advance requirements

Payment requirements depend on the nature, value, and risk level of the errand. The Platform reserves full discretion to determine payment structure per booking.

Depending on errand type:

- **High-value errands** (example: shopping with customer funds, bulk purchases, electronics, or valuables):
Up to **80% upfront payment** may be required before the errand begins.
- **Moderate-risk errands** (example: standard shopping, multiple stops, or time-sensitive tasks):
20%–50% upfront payment may be required.
- **Low-risk errands** (example: simple deliveries, nearby tasks, or services without advance spending):
Payment may be required **upon completion**.

Failure to make required advance payments will result in:

- Delayed execution, or
 - Automatic cancellation of the booking.
-

5.2 Accepted currencies and exchange considerations

- The Platform primarily operates in **Sierra Leonean Leones (SLE)**.
- In certain cases, the Platform may accept **United States Dollars (USD)** or other agreed currencies.

Important conditions:

- Exchange rates are determined **at the Platform's discretion** and may include conversion buffers.
 - Currency fluctuations, shortages, or market changes are **borne by the Customer**, not the Platform.
 - Any losses arising from currency conversion delays or rate changes are not refundable.
-

5.3 Payment channels and responsibility

Payments must be made **only through approved channels** (e.g., platform-designated mobile money numbers, bank accounts, or in-app methods).

The Platform is **not responsible** for:

- Funds sent to the wrong phone number or account
- Payments sent outside approved channels
- Payments made directly to Runners without authorization
- Proof of payment that cannot be verified

Such errors are entirely **at the Customer's risk**.

5.4 Escrow, holding, and release of funds

To protect all parties, the Platform may:

- Temporarily **hold customer funds**
- Release funds only after:
 - Task completion confirmation, or
 - Dispute resolution
- Delay refunds or releases during investigations

Funds may be withheld if:

- There is a dispute
- Fraud is suspected
- Instructions were unclear or changed mid task
- Evidence review is required

5.5 Price adjustments and additional costs

Errand costs may change due to:

- Price increases at vendors or markets
- Additional items added by the Customer
- Longer distances or waiting times
- Incorrect or incomplete initial instructions
- Unexpected difficulty, risk, or location access issues

Where possible:

- The Customer will be notified before additional costs are incurred.
- Refusal to approve adjusted costs may result in task cancellation.

5.6 No refunds for customer error or change of mind

Refunds are **not guaranteed** where issues arise from Customer actions, including but not limited to:

- Ordering the wrong item
- Providing vague, incorrect, or misleading instructions
- Changing the errand after purchase
- Declining items already bought on their behalf
- Being unavailable during execution

In such cases, the Customer remains financially responsible.

5.7 Cancellations and financial consequences

- If a Customer cancels **after an errand has started**, the Platform may:
 - Deduct costs already incurred
 - Retain service fees
 - Charge compensation for Runner time and effort
- If a Runner cannot complete an errand due to Customer fault, payment obligations still apply.

5.8 Disputes, chargebacks, and investigations

During disputes:

- Funds may be frozen
- Evidence (messages, receipts, GPS logs, timestamps) will be reviewed
- Resolution decisions are made at the Platform's discretion

False disputes, chargeback abuse, or payment manipulation may result in:

- Account suspension or termination
 - Loss of funds
 - Legal action where applicable
-

5.9 Taxes, fees, and regulatory costs

- Prices may include or exclude platform service fees.
 - Government charges, taxes, or regulatory costs (where applicable) may be passed on to the Customer.
 - The Platform is not responsible for personal tax obligations of Customers.
-

5.10 Financial misconduct

Any attempt to:

- Avoid payment
- Manipulate pricing
- Use stolen funds
- Misrepresent payment proof
- Pressure Runners into off-platform payments

Will result in:

- Immediate suspension or permanent ban
 - Forfeiture of funds
 - Possible reporting to financial or legal authorities
-

6. NON-PAYMENT, UNDERPAYMENT, AND REFUSAL TO PAY

This section addresses situations where a Customer fails or refuses to pay the full agreed amount for an errand after partial or full performance by a Runner.

6.1 Agreed pricing and partial upfront payments

Where an errand requires a partial upfront payment (for example, 50%) prior to dispatch:

- The upfront payment constitutes confirmation of intent to proceed
- The remaining balance becomes due immediately upon completion of the task, unless otherwise agreed

By confirming a booking and making the upfront payment, the Customer acknowledges the total quoted price and agrees to settle the full amount upon task completion.

6.2 Refusal to pay remaining balance

If a Customer refuses to pay the outstanding balance after the errand has been completed:

- The matter shall be treated as a **payment dispute**, not a cancellation
- The Runner shall not be penalized for non-payment
- Evidence may be collected, including task confirmation, photos, communication logs, and receipts

Where evidence confirms satisfactory completion, the Platform may:

- Release any held or escrowed funds to the Runner
 - Record the incident as a breach of these Terms
-

6.3 Underpayment scenarios

Where a Customer pays less than the agreed total amount (for example, paying only 90% of the quoted price):

- The unpaid portion shall be treated as an outstanding balance
- Partial payment does not constitute full settlement
- The Platform may pursue recovery of the remaining amount through internal resolution mechanisms

Underpayment without valid justification shall be considered a breach of these Terms.

6.4 Dispute review and resolution

In cases of alleged non-payment or underpayment:

- The Platform will review all available evidence
- Both parties may be requested to provide clarification
- A determination will be made regarding completion and payment obligation

Where the Platform determines that the errand was completed as agreed:

- The Customer remains liable for the full amount
 - Failure to comply may result in enforcement action
-

6.5 Enforcement measures

Depending on the circumstances, the Platform may apply one or more of the following measures:

- Temporary restriction of booking privileges
- Suspension of the account pending resolution
- Permanent termination in cases of repeated or deliberate non-payment
- Withholding of future discounts, incentives, or rewards

These measures are applied based on conduct and compliance with these Terms, not on user tenure or history.

6.6 No retaliation or coercion

Customers and Runners are prohibited from:

- Threatening, coercing, or pressuring the other party over payment disputes
- Withholding property, items, or access as leverage

All payment disputes must be handled through the Platform.

7. ERRAND RISKS, DAMAGE, AND LIABILITY LIMITATIONS

This section sets out how damage, loss, or destruction of property is assessed, allocated, and resolved. Its purpose is to balance protection of Customers, Runners, and the Platform while recognizing the inherent risks of physical errands.

7.1 General risk acknowledgement

Customers acknowledge that errands involving physical handling of items, entry into private premises, use of customer-provided equipment, or performance of manual tasks inherently carry risk. Not all damage can be prevented, even with reasonable care.

The Platform does **not automatically disclaim responsibility** for all damage. Instead, liability is assessed **case by case** based on evidence, fault, and circumstances.

7.2 Damage during household and personal errands (example: Ironing, Laundry, Cleaning)

Damage such as burnt clothes, torn fabric, stains, or breakage may arise from multiple causes, including but not limited to:

- Faulty or unsafe customer-provided equipment (e.g., damaged iron, unstable ironing board)
- Pre-existing damage to items
- Inadequate instructions regarding fabric type or handling
- Normal wear and tear
- Human error despite reasonable care

(a) Runner fault

Where credible evidence shows that damage occurred **solely due to a Runner's negligence, recklessness, or failure to follow clear instructions**, the Platform may, at its discretion:

- Compensate the Customer for the affected item up to a reasonable assessed value, or
- Provide service credits, discounts, or partial refunds

The internal recovery of such costs, if any, is handled separately and is **not disclosed publicly**.

(b) Customer fault or shared fault

The Platform shall not be liable where damage results from:

- Faulty, unsafe, or unsuitable equipment supplied by the Customer
- Pre-existing damage or wear
- Inaccurate or incomplete instructions
- Failure to disclose special handling requirements
- Customer insistence on proceeding after being warned of risks

In cases of shared fault, compensation (if any) may be reduced proportionally.

7.3 High-value, fragile, or irreplaceable items

Customers are strongly advised **not** to assign errands involving:

- High-value clothing or items
- Irreplaceable or sentimental items
- Fragile household goods

Unless explicitly declared in advance and accepted under special conditions, the Platform does not guarantee full replacement value for such items.

7.4 Lost or missing items

The Platform is not liable for loss or theft unless there is credible evidence of:

- Intentional misconduct
- Fraud
- Proven theft directly attributable to a Runner during the errand

Negligent misplacement, unclear handover, or third-party interference may limit or exclude liability.

7.5 Evidence and claims process

All damage or loss claims must:

- Be reported within a reasonable time after task completion
- Include clear evidence (photos, videos, receipts, messages)
- Allow the Platform sufficient time to investigate

False or exaggerated claims may result in account suspension.

7.6 Limitation of compensation

Where compensation is granted, it is limited to:

- The reasonable market value of the item at the time of damage (not original purchase price), or
- A capped amount determined by the Platform

Consequential or emotional damages are excluded.

7.7 Illegal Activities and Immediate Liability Exclusion

The Platform bears **no responsibility or liability** for:

- Legal consequences arising from illegal errands
- Arrests, seizures, or investigations caused by Customer actions
- Losses resulting from the enforcement of these Terms

Any attempt to involve a Runner in illegal activity voids **all protections, refunds, or claims** available to the Customer.

7.8 Runner Right to Refuse or Withdraw

Runners have the absolute right to:

- Refuse any task that appears illegal, unsafe, or misrepresented
- Withdraw mid-errand if new information reveals prohibited activity

Such refusal **does not constitute breach of service.**

7.9 Platform Enforcement Authority

The Platform may, at its sole discretion:

- Suspend or permanently ban accounts
- Cancel bookings without notice
- Withhold refunds
- Share information with law enforcement where legally required

This enforcement applies regardless of whether an errand was completed, partially completed, or cancelled.

7.10 No Waiver or Exceptions

There are **no exceptions** to prohibited items or illegal errands, even if:

- The Customer claims urgency
- The item is “common” or “small”
- The Runner is offered extra payment

Any such attempt is considered **intentional misconduct.**

8. SAFETY, SECURITY, AND PERSONAL RISK



Safety is a fundamental priority of the Platform. However, due to the nature of physical errands, not all risks can be eliminated. This section explains how safety responsibilities are shared and how risk-related decisions are made.

8.1 Runner safety and right to refuse or withdraw

Runners perform errands in varied and unpredictable environments. As such, Errand Runner recognizes and affirms a Runner's **right to personal safety above task completion**.

A Runner may refuse to accept, pause, or abandon an errand **without penalty** where, in their reasonable judgment:

- The environment appears unsafe or unstable
- The Runner feels threatened, intimidated, or uncomfortable
- Conditions on arrival materially differ from what was described in the booking
- Access requires entering secluded, poorly controlled, or high-risk premises
- The task exposes the Runner to unreasonable personal danger

Such decisions are assessed based on **reasonableness**, not hindsight. Runners are not required to endanger themselves to complete a task.

The Platform may instruct a Runner to discontinue or decline a task where safety indicators, risk patterns, or reported concerns suggest heightened danger, even if no specific incident has yet occurred. This is a preventative measure and does not imply wrongdoing by the Customer.

No penalties, rating impact, or automatic sanctions shall apply to Runners who withdraw from tasks for genuine safety reasons.

8.2 Customer responsibilities for a safe environment

Where an errand requires entry into a private space (including bedrooms, storage areas, or other personal rooms), Customers are responsible for:

- Ensuring the environment is reasonably safe and accessible
- Securing or removing sensitive items such as cash, cards, identification documents, electronics, or confidential materials
- Securing fragile, breakable, or high-risk items not related to the errand

- Informing the Runner in advance of any hazards, restrictions, or special conditions

The Platform is not responsible for loss, exposure, or damage to sensitive items left unsecured during an errand.

8.3 Privacy, trust, and personal property

Customers acknowledge that allowing a third party into private spaces carries inherent privacy risks. While Runners are expected to act professionally:

- The Platform does not guarantee absolute prevention of exposure or observation of personal items
- Customers must take reasonable steps to protect their own privacy and property

Any allegations of misconduct will be investigated, but responsibility will be assessed in light of the Customer's own precautions.

8.4 Platform safety oversight

To promote safety, the Platform may:

- Monitor reports, complaints, and historical risk indicators
- Restrict or suspend errands in certain areas, times, or conditions
- Require additional verification, supervision, or modified task scope

These measures are taken to protect both Customers and Runners and do not constitute judgments about individuals or locations.

8.5 Customer safety awareness

Customers are advised to:

- Supervise errands conducted within private premises where possible
- Avoid sharing passwords, PINs, or sensitive financial information
- Use Platform communication channels for traceability

The Platform is not liable for losses resulting from voluntary disclosure of sensitive information.

8.6 Child Safety and Protection of Minors

The Platform maintains a zero tolerance approach to risks involving children and minors. For the purposes of these Terms, a *minor* refers to any person under the age of eighteen (18).

To protect minors, Customers, Runners, and the Platform, the following rules apply:

- Errands must **not involve transporting minors**, whether alone or accompanied, under any circumstances
- Errands must **not involve supervision, care, babysitting, monitoring, or responsibility for minors**
- Runners must **not enter or remain in a private residence where only a minor is present**
- Household errands, chores, or pickups from a residence **require the presence of a responsible adult (18+) at all times**

Customers are strictly prohibited from requesting or implying errands that would place a Runner in direct responsibility for a minor.

8.7 Adult Presence Requirement and Emergency Exceptions

Where an errand requires entry into a private residence or office:

- A responsible adult must be present at the location when the Runner arrives
- The adult must remain reasonably available throughout the errand

In limited emergency situations where the adult must temporarily step away, the Customer must:

- Declare the emergency **in advance through the Platform**
- Ensure another responsible adult is present, or
- Accept that the Runner may pause or terminate the errand immediately

Failure to disclose the presence of minors or lack of adult supervision constitutes a material safety breach.

8.8 Runner Rights in Child-Related Situations

Where a Runner encounters any child-related risk, including but not limited to:

- Undisclosed presence of minors
- Requests involving child supervision, transport, or care
- Absence of an adult where one was reasonably expected

The Runner has the unconditional right to:

- Refuse to commence the errand
- Withdraw immediately from the location
- Report the situation to the Platform

Such refusal or withdrawal shall **not** result in penalties, rating impact, or disciplinary action.

The Platform may also cancel the errand immediately as a preventative safety measure.

8.9 Prohibited Child-Related Activities

For avoidance of doubt, the following are strictly prohibited on the Platform:

- School pickups or drop-offs
- Child transport, even with parental consent
- Administering food, medication, or care to minors
- Disciplining, instructing, or supervising children
- Photographing, recording, or documenting minors
- Errands conducted solely in the presence of minors

Any attempt to bypass these restrictions, whether directly or indirectly, is treated as a serious violation.

8.10 Platform Authority and Safety-First Enforcement

Where child safety concerns arise, the Platform may, at its sole discretion:

- Immediately suspend or cancel the errand
- Restrict future bookings by the Customer
- Initiate investigation procedures under Section 15
- Share relevant information with authorities where legally required

All child-related safety decisions are made **in favour of protection and prevention**, even where no harm has yet occurred.

9. DELAYS, FORCE MAJEURE, AND UNCONTROLLABLE EVENTS

This section addresses delays and disruptions that may occur during the execution of errands due to circumstances outside the reasonable control of the Customer, Runner, or the Platform.

9.1 Definition of uncontrollable events (Force Majeure)

For the purposes of these Terms, **Force Majeure** refers to events that are unforeseeable, unavoidable, and beyond human control, including but not limited to:

- Traffic congestion or gridlock
- Government or security-related movements (such as official convoys or restricted access)
- Road blockages, accidents, or construction works
- Severe weather conditions (heavy rain, flooding, storms)
- Power outages, network failures, or system downtime
- Public emergencies or civil disruptions

Such events may significantly delay, interrupt, or temporarily prevent the completion of an errand.

9.2 Impact on errand completion

When a delay is caused by a Force Majeure event:

- The Runner shall make reasonable efforts to continue or complete the errand once conditions permit
- The Customer shall be informed as soon as practicable
- Estimated completion times may change without penalty

The existence of a delay does not automatically mean the errand has failed or been abandoned.

9.3 No automatic refunds for delays

Customers acknowledge that:

- Time-sensitive errands carry inherent risk
- Certain delays cannot be prevented or mitigated

Accordingly:

- Delays caused by Force Majeure events do **not** automatically entitle the Customer to a refund
- Payments already made may remain valid toward completion of the errand at a later time

Refunds, if any, will be assessed on a case-by-case basis.

9.4 Rescheduling due to delays

If a delay prevents completion on the same day:

- The errand may be rescheduled to the next available time or day
- The Runner may resume the task without additional base fees where reasonable
- Additional costs arising from rescheduling (transport, time extension, item price changes) may apply

Customers agree to cooperate reasonably in rescheduling affected errands.

9.5 Partial completion and good-faith effort

Where a Runner has already:

- Reached the destination
- Spent time waiting in queues
- Purchased some or all requested items

Such efforts shall be considered **partial performance**. In these cases:

- Payments may be adjusted but not fully reversed
 - The Platform may authorize partial compensation to the Runner
-

9.6 Communication obligations

Runners are required to:

- Notify Customers of delays when reasonably possible
- Provide context for the delay (without breaching security or privacy)

Customers acknowledge that immediate communication may not always be possible during emergencies or network outages.

9.7 Platform limitation of responsibility

The Platform does not control:

- Road conditions
- Government actions
- Weather patterns
- Utility or network infrastructure

Accordingly, Errand Runner shall not be liable for losses, inconvenience, or dissatisfaction arising solely from Force Majeure events.

10. SHOP CLOSURES, AVAILABILITY, TIME CONSTRAINTS, AND RESCHEDULING ↑

This section explains how errands are handled where availability, operating hours, queues, congestion, or additional requests affect completion timelines. Customers acknowledge that many errands depend on third-party operating hours and external conditions beyond the Platform's control.

10.1 Dependence on third-party operating hours

Many errands require interaction with third-party institutions or businesses such as banks, shops, offices, markets, or service centers. These entities:

- Operate on fixed or variable schedules
- May stop processing requests before official closing times
- May close unexpectedly or restrict access due to internal policies

For example:

- A bank may stop serving customers after a certain hour (example: after 3:00 PM), even if physically open
- A shop closing at 8:00 PM may stop admitting customers earlier

The Platform does not guarantee task completion where a booking is made close to or after such operational cut-off times.

10.2 Late bookings and time sensitive requests

Where a Customer places a booking shortly before closing time (e.g., a 6:45 PM booking for a shop closing at 7:00 PM), the Customer acknowledges that:

- Completion on the same day is not guaranteed
- The Runner's effort to attempt the errand still constitutes valid task performance
- Failure to complete due to time constraints is not considered a Runner fault

Such errands may automatically roll over to the next business day unless the Customer cancels before acceptance.

10.3 Queues, waiting times, and processing delays

Errands involving waiting in line (e.g., banks, offices, service centers) are subject to:

- Lengthy queues
- Slow processing speeds
- Daily service limits

If a Runner joins a queue but service is not completed before closing or cut-off time:

- The errand shall be deemed attempted in good faith
 - The task may be rescheduled for the next available business day
 - Additional waiting time may attract extra fees
-

10.4 Prepaid errands and funds sent in advance

Where a Customer has already sent money (including via mobile money such as Orange Money) and the errand cannot be completed on the same day due to availability or time constraints:

- Funds remain associated with the booking
- The errand may be completed on the next business day without requiring re-payment
- Refunds are not automatic unless the errand is cancelled entirely

The Platform may hold or manage such funds until the errand is completed or otherwise resolved.

10.5 Additional requests and scope expansion

If a Customer introduces additional requests after the original errand has commenced:

- Such requests are treated as a scope expansion
- Completion of the original task does not guarantee completion of additional requests
- Time, availability, and congestion may prevent same-day completion

Where additional requests cause delays leading to shop closure or congestion:

- The errand may be partially completed
 - Remaining tasks may be rescheduled for the next day
 - Additional fees may apply
-

10.6 Traffic, congestion, and access delays

Delays caused by traffic congestion, road blockages, or access restrictions may prevent completion within business hours. In such cases:

- The Runner is not deemed at fault
 - The errand may be rescheduled
 - Same-day completion is not guaranteed even where full payment has been made
-

10.7 Rescheduling process and customer options

When rescheduling is required, the Customer may:

- Agree to next-day completion
- Modify the errand scope
- Cancel remaining uncompleted portions (subject to applicable fees)

Previously completed portions of the errand remain payable.

10.8 No penalty for good faith attempts

Where a Runner has made a reasonable, good-faith effort to complete an errand but is prevented by availability, time limits, or external factors:

- No penalties apply to the Runner
 - The task is not considered failed
 - Ratings or disputes based solely on such delays may be disregarded
-

11. CANCELLATIONS, MODIFICATIONS, AND TASK ↑ REASSIGNMENT

This section governs how bookings may be edited, modified, canceled, or reassigned, and sets clear expectations to protect both Customers and Runners from unnecessary loss, disruption, or abuse.

11.1 Modifications initiated by customer

Customers may modify an existing booking **without penalty** where:

- The booking is scheduled for a future date or time (example: one or more days ahead)
- No Runner has started going towards the task location
- The modification does not materially change the nature, risk, or scope of the errand

Permitted modifications may include:

- Updating item details or quantities
- Adjusting pickup or delivery locations
- Changing preferred time windows
- Clarifying instructions or notes

Significant changes (such as adding new errands, changing task type, or increasing complexity) may result in:

- Price adjustments
 - Reconfirmation by a Runner
 - Reassignment to a different Runner
-

11.2 Cancellations by customer

Customers may cancel a booking:

- **At any time before a Runner accepts the task**, without penalty
- **Well in advance of the scheduled time**, where no preparation or travel has begun

However, Customers **may not cancel** a booking:

- Within **30 minutes of the scheduled start time**, or
- After the Runner has commenced travel or task preparation

This restriction exists because, at that stage, the Runner may already be en route, have incurred transport costs, or have declined other work.

Cancellations made after acceptance but outside the restricted window may:

- Attract partial cancellation fees
 - Result in forfeiture of deposits or upfront payments
-

11.3 Effect of late cancellations

Where a cancellation occurs late or after task commencement:

- The Runner may be entitled to partial compensation
- Platform fees may be retained
- Refunds, if any, will be reduced accordingly

Repeated late cancellations may lead to account restrictions.

11.4 Cancellations by Runner

Runners may cancel or withdraw from a task where:

- Safety concerns arise
- Illness, injury, or emergencies occur
- Force Majeure events prevent completion
- The booking details were materially misrepresented

Runners are required to notify the Platform and Customer as soon as reasonably possible.

11.5 Runner reassignment by the platform

To improve efficiency and service quality, the Platform may reassign a task to another Runner where:

- A closer or more suitable Runner becomes available
- The originally assigned Runner is delayed, unavailable, or withdrawn
- Operational efficiency or customer benefit is improved

Such reassignment:

- Does not constitute a cancellation
 - Does not entitle the Customer to a refund
 - Will not increase the agreed base price without notice
-

11.6 Platform discretion and abuse prevention

The Platform reserves the right to:

- Decline excessive modification requests
- Restrict users who repeatedly cancel or modify bookings unreasonably
- Treat misuse of cancellations as a breach of these Terms

These measures exist to maintain fairness, reliability, and availability across the Platform.

12. ACCOMPLISHMENTS, DISCOUNTS, AND INCENTIVES



This section governs how Customers may earn accomplishments, discounts, and incentives through their use of the Platform, and sets clear rules to prevent misuse or fraud.

12.1 Basis for accomplishments and rewards

Customers may earn accomplishments and associated rewards based on a combination of:

- The number of **completed and verified bookings**
- Successful **referrals** resulting in new registered users
- Voluntary **reviews and feedback** submitted in good faith

Only errands that are fully completed, confirmed, and not subject to unresolved disputes shall count toward accomplishments or reward eligibility.

12.2 Booking based discounts

The Platform may offer progressive discounts based on booking history. For example:

- A Customer who completes ten (10) verified bookings may become eligible for a discount on their eleventh (11th) booking
- Higher booking milestones may unlock additional or enhanced incentives

Discount thresholds, percentages, and eligibility criteria may vary and are subject to change at the Company's discretion.

12.3 First-time booking discounts

The Platform may offer a one-time discount for a Customer's first booking. Such discounts:

- Apply only once per individual
- Are subject to verification of identity
- May be revoked if misuse or duplication is detected

First-time discounts are promotional in nature and may be withdrawn at any time.

12.4 Referrals and referral attribution

During registration, new Customers may be asked:

- How they heard about the Platform
- Whether they were referred by an existing Customer or entity

Where a referral is provided:

- The referring Customer may receive a referral-based incentive
- Incentives apply only if the referred user completes qualifying bookings

The Platform reserves the right to verify referrals and decline rewards where referral information is incomplete, inaccurate, or misleading.

12.5 Reviews as a basis for incentives

Where reviews or feedback are used as part of incentive programs:

- Reviews must be truthful, relevant, and submitted voluntarily
- Reviews must relate to actual completed errands
- Incentives do not require positive ratings

Reviews submitted solely to obtain rewards, or containing false or misleading information, may be excluded from reward calculations.

12.6 Identity verification and fraud prevention

To protect the integrity of reward systems:

- Each account must be associated with a unique individual
- National identification or equivalent verification may be required
- Creating multiple accounts to obtain discounts or rewards is strictly prohibited

Where attempted or confirmed abuse is detected:

- One or more related accounts may be suspended or terminated
 - Earned or pending rewards may be revoked
 - Accounts may be placed under review for further action
-

12.7 Non-transferability and limitations

All discounts and incentives:

- Are personal and non-transferable
- May be time-limited or subject to expiry
- Cannot be combined unless expressly permitted

Unused discounts have no cash value.

12.8 Platform discretion

The Company reserves the right to:

- Modify, suspend, or discontinue any reward program
- Adjust eligibility criteria or thresholds
- Deny or revoke rewards where misuse, fraud, or manipulation is suspected

Such changes may be made without prior notice and shall not give rise to compensation claims.

13. RATINGS, REVIEWS, FEEDBACK, AND PLATFORM CONDUCT



This section governs how ratings, reviews, and feedback are given, used, displayed, and moderated on the Platform. Feedback is an important tool for service improvement, transparency, and trust, but it must be used responsibly.

13.1 Reviews and feedback are optional, not mandatory

Customers are not required to leave ratings or reviews after an errand. However, where feedback is provided, it should reflect the Customer's **genuine experience** with the service.

Reviews and feedback may be used by the Platform to:

- Improve service quality and operational processes
- Identify recurring issues or risks
- Assess Runner performance
- Display selected reviews on the Platform or marketing materials (with or without personal identifiers)

By submitting a review, the user grants the Platform a non-exclusive right to use, reproduce, and display such feedback for legitimate business purposes.

13.2 Standards for honest and constructive feedback

Users agree that any rating, review, or feedback submitted shall:

- Be truthful and based on personal experience
- Avoid exaggeration or deliberate misrepresentation
- Focus on the service provided rather than personal attacks
- Avoid offensive, abusive, discriminatory, or defamatory language

Feedback must relate directly to the errand and not to unrelated personal opinions or external issues beyond the scope of the task.

13.3 Prohibited conduct in reviews and communications

The following are strictly prohibited:

- Threats, harassment, or intimidation
- Defamatory or false statements
- Reviews submitted to coerce refunds or benefits
- Retaliatory or malicious ratings
- Impersonation or multiple reviews for the same errand

The Platform reserves the right to remove, edit, hide, or disregard such content.

13.4 Consequences of misuse

Where feedback systems are abused:

- Reviews may be removed or excluded from scoring
- Accounts may be warned, suspended, or terminated
- Repeated misuse may result in permanent restriction from posting reviews

14. DISPUTE RESOLUTION, CATEGORIES, AND EVIDENCE REVIEW

This section explains how disagreements, complaints, reports, and disputes are handled in a structured, impartial, and evidence-based manner to protect Customers, Runners, minors, and the Platform.

The Platform applies heightened scrutiny to disputes involving **safety risks, illegal conduct, or the presence of minors**.

14.1 Categories of disputes

Disputes may arise from, but are not limited to, the following categories:

- Payment disputes (non-payment, underpayment, disputed charges, refund requests)
- Task completion disputes (claimed completion vs dissatisfaction or incomplete performance)
- Item-related disputes (wrong item, damaged item, missing or substituted items)
- Delay and rescheduling disputes (lateness, missed deadlines, postponed errands)
- Scope disputes (requests beyond the original booking terms)
- Conduct-related disputes (unprofessional behaviour, harassment, intimidation)
- Safety-related disputes (unsafe environments, refusal to proceed, task abandonment)
- **Child related disputes** (undisclosed minors, prohibited child involvement, safety concerns involving minors)
- Fraud-related disputes (misrepresentation, prohibited errands, false declarations)
- Account-related disputes (suspensions, restrictions, terminations)

Disputes involving minors are treated as **high-risk matters** and may trigger immediate protective measures.

14.2 Disputes between Customers and Runners

Where a disagreement arises directly between a Customer and a Runner:

- Parties are encouraged to communicate calmly and respectfully through Platform channels.
- Direct confrontation, threats, intimidation, or harassment are strictly prohibited.
- Runners are not required to continue engagement where a situation escalates, becomes unsafe, or involves undisclosed child presence.

- The Platform may intervene immediately without requiring prior agreement from either party.

Disputes involving **children, unsafe environments, or prohibited scenarios** do not require negotiation between parties and may be escalated directly to Platform control.

14.3 Evidence, recordings, and digital records

To ensure fair and lawful dispute resolution, the Platform may rely on various forms of evidence, including but not limited to:

- Photos or videos captured during or after the errand
- Receipts, invoices, or transaction records
- Messages, emails, and customer support communications
- Call logs and, where applicable, call recordings
- Time stamps, task activity logs, and system confirmations
- Location tracking data during active errands
- System-generated alerts, safety flags, and QR verification records

By using the Platform, users acknowledge and consent that:

- Calls, chats, and communications may be recorded or stored
- Activity and location data may be logged during errands
- Such records may be reviewed and used as evidence
- Evidence involving **child presence or safety concerns** may be retained longer and reviewed under stricter standards

Failure to provide requested evidence may materially affect dispute outcomes.

14.4 Platform review process and protective measures

Upon receipt of a dispute, the Platform follows a structured review process:

(a) Initial assessment

- The dispute is acknowledged
- Funds may be temporarily held
- Task status may be paused
- Immediate safety concerns, including child exposure, are prioritized

(b) Investigation

- All evidence is reviewed objectively
- Compliance with these Terms is assessed
- Misrepresentation, nondisclosure, or prohibited conduct is evaluated
- Shared responsibility may be considered where appropriate

(c) Interim protective measures

During investigation, the Platform may:

- Suspend payments
- Restrict bookings or features
- Temporarily suspend accounts
- Reassign or terminate active tasks
- Apply child-safety protective restrictions immediately

(d) Decision

Based on findings, the Platform may:

- Return or withhold payments
- Issue refunds, partial refunds, or credits
- Impose warnings, penalties, or permanent bans
- Refer matters to authorities where legally required

Decisions are made in good faith and are binding within the Platform.

14.5 Child related disputes and zero tolerance enforcement

Where a dispute involves:

- Undisclosed presence of minors
- Requests for prohibited child involvement
- Leaving a Runner alone with a minor
- Transporting or supervising children
- Misrepresentation of age or household composition

The Platform may, without prior warning:

- Terminate the errand immediately
- Forfeit payments
- Suspend or permanently ban the account
- Restrict future access permanently

- Report the matter to relevant authorities where required

Child safety violations are treated as **serious breaches**, not standard service disputes.

14.6 Platform responsibility and intervention

Where a dispute arises from:

- Systemic Platform failures
- Operational errors
- Ambiguous policies
- Oversight from the platform's side

The Platform may take responsibility by:

- Refunding amounts
- Issuing credits or compensation
- Revising policies or processes

Such actions do not constitute an admission of legal liability beyond Platform obligations.

14.7 Abuse of the dispute process

Abuse of dispute mechanisms includes:

- False or exaggerated claims
- Repeated frivolous disputes
- Manipulation or falsification of evidence
- Misusing child-safety claims dishonestly

Such abuse may result in:

- Account suspension or termination
- Loss of dispute privileges
- Payment method restrictions
- Permanent banning in severe cases

14.8 Finality of decisions and escalation

Platform decisions are final and binding for use of the Platform.

Users are encouraged to exhaust internal dispute resolution before pursuing external remedies. Legal action should be considered only where internal resolution is completed or legally required.

15. SUSPENSION, INVESTIGATION, AND TERMINATION OF ACCOUNTS

This section outlines the circumstances under which Errand Runner may restrict, suspend, or permanently terminate access to the Platform in order to protect Customers, Runners, minors, the public, and the integrity of the service.

15.1 Grounds for suspension or termination

The Company may suspend, restrict, or permanently terminate an account where there is reasonable suspicion or evidence of any of the following:

- Fraudulent activity, including fake bookings, false claims, misrepresentation, or payment manipulation
- Abuse, harassment, threats, intimidation, or coercive behavior toward Customers, Runners, staff, or third parties
- Repeated, excessive, or bad-faith disputes indicating misuse of the Platform
- Violation of these Terms, Platform policies, or applicable local or international laws
- Providing false, misleading, incomplete, or outdated information
- Actions that expose the Platform, other users, minors, or the public to unreasonable legal, safety, or reputational risk

Child related violations, including but not limited to:

- Undisclosed presence of minors during errands
- Requesting or permitting a Runner to be alone with a minor
- Attempting to involve Runners in childcare, supervision, or transportation of children
- Misrepresentation of age or household composition
- Creating unsafe or inappropriate situations involving minors

Such violations are treated as **serious breaches** and may result in immediate termination.

Actions under this section may be taken **with or without prior notice**, even where investigations are ongoing.

15.2 Types of enforcement actions

Depending on the severity, risk level, and user history, enforcement actions may include:

- Temporary account suspension
- Permanent account termination
- Restriction of specific features (example: bookings, reviews, tracking of booking)
- Removal of access to discounts, accomplishments, rewards, or promotional benefits
- Account blacklisting across Platform systems

The Company is not required to apply enforcement actions progressively and may proceed directly to permanent termination in cases involving **child safety, illegal conduct, fraud, or brand misuse**.

15.3 Investigations and withholding of funds

Where an account is under investigation:

- Pending payments, earnings, refunds, or balances may be temporarily withheld
- Funds may be placed in escrow until investigation concludes
- Evidence may be requested from one or more parties
- Ongoing or future bookings may be paused or cancelled.

Withholding funds during an investigation is a **protective and preventative measure** and does not imply guilt.

15.4 User cooperation obligations

Users subject to investigation are required to:

- Cooperate fully and in good faith
- Provide requested information, explanations, or evidence truthfully and promptly
- Refrain from interfering with investigations or influencing witnesses
- Avoid creating new accounts to bypass restrictions

Failure to cooperate, evasion, or obstruction may result in **automatic adverse decisions**, including permanent termination.

15.5 Intellectual property violations (Reference to Section 16)

Any violation of the Platform's intellectual property rights, as detailed in **Section 16**, constitutes grounds for immediate suspension or termination.

This includes, but is not limited to:

- Unauthorized use of the Errand Runner name, logo, branding, or content
- Falsely claiming to be an official Runner, staff member, partner, or ambassador
- Impersonation of Runners or misuse of Platform identification mechanisms (including QR verification)
- Using the Platform's brand or materials for deception, fraud, or misrepresentation

Such violations may also trigger **legal action outside the Platform**, without further notice.

15.6 Effect of suspension or termination

Upon suspension or termination:

- Access to the Platform is revoked immediately
- Active bookings may be cancelled, reassigned, or closed
- Outstanding balances will be resolved based on investigation outcomes
- Reinstatement is not guaranteed and is at the Company's sole discretion

Termination does not relieve users of obligations, liabilities, or consequences arising prior to termination.

15.7 Right to report, legal compliance, and public safety

The Company reserves the right to:

- Report suspected illegal activity, child endangerment, fraud, or impersonation to relevant authorities
- Share information where required by law, court order, or regulatory request
- Cooperate fully with law enforcement and regulatory bodies

Nothing in this section limits the Company's right to protect its users, minors, brand, operations, partners, or legal standing.

16. INTELLECTUAL PROPERTY, BRAND USE, AND RUNNER VERIFICATION



16.1 Ownership of intellectual property

All intellectual property associated with the Platform, including but not limited to:

- The name “**Errand Runner**”
- Logos, trademarks, service marks
- Website and application content
- Text, graphics, designs, layouts
- Software, systems, and workflows

Is the exclusive property of Errand Runner or its licensors and are protected under applicable intellectual property laws.

16.2 Prohibited use of brand and identity

No individual or entity may, without prior written authorization:

- Use the Errand Runner name, logo, or branding
- Represent themselves as an Errand Runner employee, runner, agent, or ambassador
- Create social media pages, advertisements, or promotions implying official affiliation
- Mislead the public into believing they are connected to the Platform

This includes use in **real life, online platforms, social media, messaging apps, or marketing materials.**

16.3 False representation and impersonation

Any person who falsely claims to be:

- A registered Runner
- An Errand Runner staff member
- An authorized representative

Commits a serious violation and may face:

- Immediate reporting to law enforcement
- Civil legal action
- Permanent banning from the Platform
- Claims for damages and reputational harm

Such acts will **not be handled lightly**.

16.4 Runner identification and QR code verification

For customer safety and authenticity verification:

- Each assigned Runner is issued a **unique QR code** for that specific task
- Customers are encouraged to scan and verify the Runner **before engagement**
- Verification is strongly advised **at the gate, entrance, or first point of contact**, especially for:
 - Household errands
 - Office or residential pickups
 - Laundry, cleaning, or in-home services

Runners are instructed to present verification immediately upon arrival.

16.5 Customer responsibility for verification

Customers acknowledge that:

- Verifying the assigned Runner helps prevent impersonation and fraud
- Failure to verify may increase personal risk
- The Platform may limit liability where verification procedures were knowingly ignored

16.6 Enforcement and legal action

Errand Runner reserves the right to:

- Enforce its intellectual property rights
- Initiate civil or criminal proceedings
- Seek injunctive relief and damages
- Cooperate fully with law enforcement agencies

Any misuse of the Platform's identity, brand, or verification systems constitutes a serious breach of these Terms.

17. Contact information



For further information, clarification, or inquiries relating to these Terms and Conditions, the Platform, bookings, payments, or any related matters, you may contact Errand Runner through the following official communication channels:

Email: inquiries@errandrsl.com

Phone: +232 79 270 502

Follow Us: Instagram: [@errandrunner](#)

X: [@errandrunner](#)

Facebook: [@errandrunner](#)

TikTok: [@errandrunner](#)