

The Tajwaly provider app is specifically designed to make it easier for service providers and handymen to manage their bookings and interact with customers. Providers can effortlessly add their services to the platform, specify their availability, and accept or decline customer bookings based on their schedule. The app provides a convenient dashboard where providers can view and manage their upcoming appointments, track customer details, and communicate with customers regarding any additional requirements or clarifications.

Privacy Policy for Tajwaly

Last Updated (1/4/2024)

Welcome to Tajwaly! This Privacy Policy is designed to help you understand how we collect, use, disclose, and safeguard your personal information.

1. Information We Collect

1.1 Information You Provide:

When you use our mobile app, website, or dashboard, you may provide us with personal information such as your name, email address, phone number, and payment details.

1.2 Automatically Collected Information:

We may collect information about your device, location, and usage patterns when you access our platform. This includes IP addresses, device information, and browsing history.

2. How We Use Your Information

2.1 Service Provision:

We use your personal information to provide and enhance the services offered on Tajwaly, including processing bookings and facilitating communication between customers and providers.

2.2 Communication:

We may use your contact information to send you updates, service-related notifications, and marketing communications. You can opt-out of marketing communications at any time.

2.3 Analytics:

We utilize analytics tools to understand user behavior, improve our services, and enhance the user experience.

3. Information Sharing

3.1 Service Providers:

We may share your information with third-party service providers who assist us in delivering our services, including payment processors and communication tools.

3.2 Legal Compliance:

We may disclose your information if required by law or to protect our rights, property, or safety.

4. Your Choices

4.1 Account Information:

You can update and modify your account information through the Tajwaly app or website.

4.2 Communication Preferences:

You can manage your communication preferences, including opting out of marketing communications.

5. Security

5.1 Data Security:

We implement security measures to protect your personal information. However, no method of transmission over the internet or electronic storage is entirely secure, and we cannot guarantee absolute security.

6. Changes to this Privacy Policy

6.1 Updates:

We may update this Privacy Policy from time to time. Please review the policy periodically for any changes.

7. Contact Us

If you have any questions or concerns regarding this Privacy Policy, please contact us at [info@tajwaly.com].

Terms and conditions

Last Updated: 1/4/2024

Welcome to Tajwaly! These terms and conditions govern your use of our platform. By accessing Tajwaly's mobile app, website, or dashboard, you agree to comply with and be bound by these terms.

1. Acceptance of Terms

1.1 Agreement:

By using Tajwaly, you agree to these terms and conditions. If you do not agree, please refrain from using our platform.

2. Use of the Platform

2.1 Eligibility:

You must be at least 18 years old to use Tajwaly. By using the platform, you confirm that you meet this eligibility requirement.

2.2 Account Creation:

To access certain features, you may need to create an account. You are responsible for maintaining the confidentiality of your account information.

2.3 User Conduct:

Users agree not to engage in any activity that may disrupt or interfere with the functionality of Tajwaly. This includes but is not limited to hacking, phishing, or transmitting harmful code.

3. Booking Services

3.1 Service Booking:

Users may book services through Tajwaly. Service availability, pricing, and terms are determined by the service providers.

3.2 Payment:

Payment for services is processed through Tajwaly. Users agree to provide accurate and up-to-date payment information.

4. Provider and Handyman Responsibilities

4.1 Provider Availability:

Service providers and handymen agree to keep their availability up to date and honor accepted bookings.

4.2 Quality of Services:

Providers agree to deliver services in a professional and timely manner, meeting the standards outlined on Tajwaly.

5. Intellectual Property

5.1 Ownership:

Tajwaly and its content are protected by intellectual property laws. Users agree not to reproduce, distribute, or modify any part of Tajwaly without explicit consent.

6. Privacy

6.1 Data Collection:

The collection and use of personal information are governed by our Privacy Policy.

7. Termination

7.1 Termination by Tajwaly:

Tajwaly reserves the right to suspend or terminate user accounts for violations of these terms or any inappropriate conduct.

8. Disclaimer of Warranties

8.1 As-Is Basis:

Tajwaly is provided "as is" without any warranty. We do not guarantee the accuracy, completeness, or reliability of the platform.

9. Limitation of Liability

9.1 No Liability:

Tajwaly, its affiliates, and partners are not liable for any direct, indirect, incidental, or consequential damages arising from the use of our platform.

11. Changes to Terms

11.1 Updates:

Tajwaly may update these terms at any time. Users will be notified of significant changes.

12. Contact Information

If you have any questions or concerns regarding these terms and conditions, please contact us at [info@tajwaly.com].

Help and Support

Welcome to Tajwaly's Help and Support center! We're here to assist you in making the most of our platform. If you have any questions, encounter issues, or need guidance, please refer to the information below.

1. Frequently Asked Questions (FAQs)

Visit our FAQs section to find answers to common queries related to using Tajwaly. We've compiled a list of frequently asked questions to provide quick solutions and information.

2. Contact Us

If your question is not answered in the FAQs, feel free to reach out to our dedicated support team. We are here to assist you with any concerns or inquiries you may have. You can contact us via:

Email: info@tajwaly.com

Phone: +971 4 2424 893

Live Chat: Available on the Tajwaly website and mobile app during business hours.

Our support team aims to respond to your queries promptly.

3. User Guides and Tutorials

Explore our user guides and tutorials to get step-by-step instructions on using Tajwaly's features. Whether you are a customer looking to book services or a provider managing appointments, these resources will guide you through the process.

4. Troubleshooting

If you encounter any technical issues or errors, check our troubleshooting guide for assistance. This section provides solutions for common problems users may face while using Tajwaly.

5. Feedback and Suggestions

We value your feedback! If you have suggestions for improving Tajwaly or if you've encountered any issues, please let us know. Your input helps us enhance our platform and provide a better experience for all users.

6. Privacy and Security Concerns

For concerns related to privacy and security, please review our Privacy Policy. If you have specific questions or need further clarification, contact our privacy team at privacy@tajwaly.com.

7. Stay Connected

Stay informed about updates, new features, and service announcements by following us on our social media channels. Connect with us on [List Your Social Media Platforms] for the latest news and information.

8. Office Hours

Our support team is available from 8:30 AM to 5:00 PM every Day

Please note that response times may vary during peak periods.

Thank you for choosing Tajwaly! We appreciate your trust in our platform and are committed to providing excellent support to ensure your experience is seamless and enjoyable.

Refund and Cancellation Policy for Tajwaly

Last Updated: 4\1\2024

Welcome to Tajwaly! Our Refund and Cancellation Policy outlines the terms and conditions regarding refunds and cancellations for services booked through our platform.

1. Refund Policy

1.1 Service Providers' Refund Responsibility:

Refunds for services booked through Tajwaly are subject to the policies of the respective service providers or handymen. Each provider may have specific refund conditions based on their terms of service.

1.2 Disputes and Refund Requests:

In case of disputes or refund requests, customers are encouraged to contact the service provider directly to resolve the issue. Contact information for service providers can be found in the booking details.

1.3 Tajwaly's Involvement:

Tajwaly will facilitate communication between customers and service providers but does not process refunds directly. Customers should work directly with the service provider to address refund concerns.

2. Cancellation Policy

2.1 Cancellation by Customers:

Customers can cancel a booking through the Tajwaly app or website based on the cancellation policies specified by the service provider. Cancellation fees or refund eligibility may apply and are determined by the provider.

2.2 Cancellation by Service Providers:

Service providers reserve the right to cancel a booking due to unforeseen circumstances or other valid reasons. In such cases, customers will be notified, and efforts will be made to find an alternative solution or provide a refund if applicable.

2.3 Cancellation Fees:

Some service providers may charge cancellation fees. Customers are advised to review the cancellation policies of the specific service provider before confirming a booking.

3. Modifications to Bookings

3.1 Modification Requests:

Customers may request modifications to their bookings (e.g., change of date or time) based on the **service provider's availability and policies. Any additional costs or fees resulting from modifications will** be communicated to the customer.

4. No-Show Policy

4.1 No-Show Definition:

A "no-show" is defined as a customer who fails to be present at the scheduled time and location for a booked service.

4.2 No-Show Charges:

Service providers may charge customers for no-shows based on their individual policies. Customers are responsible for reviewing and understanding the no-show policy of the specific service provider.

5. Contact Us

If you have any questions or concerns regarding our Refund and Cancellation Policy, please contact us at **[info@tajwaly.com]**.

In addition to the mobile apps, Tajwaly also offers a user-friendly web-based dashboard and a dedicated website (www.tajwaly.com). The dashboard provides a comprehensive overview of all customer bookings, provider schedules, and service details. It serves as a centralized hub for managing and organizing the entire service ecosystem. The website acts as an online presence for Tajwaly, providing information about the platform, its features, and how to get started.