



FIXPOINT CUSTOMER TERMS & CONDITIONS

Last Updated: 01/01/2026

These Customer Terms & Conditions (“Customer Terms”) govern the use of FixPoint by customers seeking services through the platform.

By using FixPoint, you agree to these Customer Terms.

1. PLATFORM ROLE

FixPoint is a **technology platform** that connects Customers with independent Artisans.

- FixPoint does not perform services directly
- Artisans are responsible for service delivery
- FixPoint facilitates access, coordination, and dispute resolution

2. CUSTOMER OBLIGATIONS

Customers agree to:

- Provide accurate service details
- Grant reasonable access for service delivery
- Treat Artisans respectfully
- Pay agreed fees promptly

3. SERVICE REQUESTS

- Customers may request services through FixPoint
- Service scope, pricing, and timelines must be agreed before work begins
- Changes must be mutually agreed

4. PAYMENTS

- Payments may be processed through FixPoint-approved channels
- Customers agree not to make off-platform payments
- FixPoint may hold funds temporarily for dispute resolution

5. CANCELLATIONS & REFUNDS

- Cancellation and refund requests are governed by FixPoint's Refund & Dispute Resolution Policy
- Customers must report service issues within specified timelines

6. RATINGS & FEEDBACK

- Customers may provide honest feedback
- Abusive, false, or defamatory reviews are prohibited
- FixPoint may remove policy-violating content

7. SAFETY & RISK ACKNOWLEDGEMENT

- Customers acknowledge that services involve inherent risks
- Customers are responsible for securing pets, valuables, and hazardous items
- FixPoint is not liable for damages except as required by law

8. LIMITATION OF LIABILITY

FixPoint's liability is limited to:

- Amounts paid through the Platform for the disputed service

FixPoint is not liable for indirect or consequential losses.

9. PROHIBITED USE

Customers must not:

- Use FixPoint for illegal purposes

- Harass or exploit Artisans
- Circumvent FixPoint systems or fees

10. ACCOUNT SUSPENSION

FixPoint may suspend or terminate Customer accounts for:

- Misuse of the Platform
- Abuse or harassment
- Fraudulent activity

11. DATA PROTECTION

Customer data is processed in accordance with FixPoint's Privacy Policy.

12. GOVERNING LAW

These Terms are governed by the **Federal Republic of Nigeria**.

13. ACCEPTANCE

By using FixPoint, you confirm that you have read, understood, and agreed to these Customer Terms.