



FixPoint

Your trusted point for every fix.

FIXPOINT ARTISAN TERMS & CONDITIONS

Last Updated: 01/01/2026

These Artisan Terms & Conditions (“Artisan Terms”) govern the relationship between FixPoint and any artisan, technician, or service provider (“Artisan”) who offers services through the FixPoint platform.

By registering as an Artisan, you agree to be bound by these Artisan Terms.

1. ARTISAN STATUS

- Artisans are **independent contractors**, not employees, agents, or representatives of FixPoint.
- Nothing in these Terms creates an employment, partnership, or joint venture relationship.
- Artisans are responsible for their own taxes, tools, licenses, and compliance obligations.

2. ELIGIBILITY & ENLISTMENT

To enlist on FixPoint, an Artisan must:

- Be at least 18 years old
- Provide valid identification
- Meet FixPoint’s Skill Enlistment Policy standards
- Successfully complete verification and onboarding

FixPoint reserves the right to reject, suspend, or delist any Artisan at its discretion.

3. SERVICE OBLIGATIONS

Artisans agree to:

- Deliver services professionally, safely, and competently
- Perform only services they are qualified to handle
- Comply with agreed service scope, pricing, and timelines
- Use appropriate tools and safety measures

Unauthorized subcontracting or job transfer is prohibited.

4. PRICING & PAYMENTS

- Artisans must comply with FixPoint pricing guidelines
- No hidden charges or price inflation is allowed
- Payments may be processed via FixPoint-approved channels
- FixPoint may deduct commissions, service fees, or penalties where applicable

FixPoint does not guarantee job volume or income.

5. PERFORMANCE MONITORING

Artisans acknowledge that FixPoint may:

- Monitor job completion, ratings, and customer feedback
- Conduct audits and skill reassessments
- Downgrade, suspend, or delist Artisans for poor performance

6. CODE OF CONDUCT & ETHICS

Artisans must:

- Act honestly and respectfully
- Avoid harassment, fraud, or abuse
- Respect customer privacy and property
- Refrain from soliciting off-platform payments

Violations may result in immediate termination.

7. SAFETY & LIABILITY

- Artisans are solely responsible for workplace safety
- Artisans assume all risks arising from service delivery
- FixPoint is not liable for injuries, damages, or losses caused by Artisan actions

8. RATINGS & REVIEWS

- Artisans consent to receiving ratings and reviews
- Manipulation or coercion of reviews is prohibited

- FixPoint may remove reviews that violate policy

9. SUSPENSION & TERMINATION

FixPoint may suspend or terminate an Artisan account if:

- These Terms are breached
- Fraud or misconduct is suspected
- Safety or legal risks arise

Termination decisions are final, subject to internal review.

10. INDEMNIFICATION

Artisans agree to indemnify FixPoint against any claims, losses, damages, or liabilities arising from:

- Their services
- Breach of these Terms
- Violation of laws or third-party rights

11. LIMITATION OF LIABILITY

FixPoint's liability to Artisans is limited to amounts payable for completed services, if any.

12. GOVERNING LAW

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

13. ACCEPTANCE

By registering as an Artisan on FixPoint, you confirm that you have read, understood, and agreed to these Artisan Terms.
