

# Service-Specific Terms

**Effective Date:** November 16, 2025

**Company:** ErrandWorks

**Website:** <https://errandworks.me>

## 1. General Service Categories

These additional terms apply to specific service categories offered through the ErrandWorks platform and supplement our general Terms & Conditions. By booking any service, you agree to both our general terms and the applicable service-specific terms outlined below.

For certain projects, a down payment, deposit, or service call fee may be required to secure services. If there is an issue with services or the vendor does not provide services (i.e., no show), ErrandWorks SVSP will mediate the issue, hold funds, and oversee project completion.

## 2. Home Cleaning Services

### 2.1 Access and Security

- Customers must provide safe and reasonable access to the property
- ErrandWorks and service providers are not responsible for pre-existing damage or wear
- Customers should secure or remove valuable, fragile, or personal items before service

### 2.2 Service Limitations

- Standard cleaning does not include windows above ground level, interior of ovens/refrigerators, or biohazard cleanup
- Additional fees may apply for excessively soiled conditions or specialized cleaning requests

## 3. Home Repairs and Maintenance

### 3.1 Licensing and Permits

- Major repairs requiring permits or professional licensing are referred to appropriate licensed contractors
- ErrandWorks providers handle minor repairs and maintenance tasks within their expertise

### 3.2 Property Safety

- Customers must disclose known hazards (asbestos, lead paint, electrical issues, etc.)
- Service providers may decline unsafe working conditions
- ErrandWorks is not liable for pre-existing structural or system issues

## **4. Pet Care Services**

### **4.1 Pet Health and Behavior**

- Customers must disclose pet medical conditions, behavioral issues, and vaccination status
- Service providers reserve the right to discontinue service for aggressive or unsafe animals
- Pet owners remain fully responsible for their pet's actions and any resulting damages

### **4.2 Emergency Procedures**

- Pet care providers will follow customer's emergency contact instructions
- ErrandWorks is not responsible for veterinary decisions or costs during pet emergencies

## **5. Senior Assistance Services**

### **5.1 Care Limitations**

- ErrandWorks providers offer companionship and light assistance, not medical, nursing, or professional care
- Medical emergencies should be directed to appropriate medical professionals or emergency services
- Family members/guardians should be informed of service arrangements

### **5.2 Safety and Dignity**

- All senior assistance follows dignity and respect protocols
- Providers are not authorized to make medical, financial, or legal decisions
- Providers may decline tasks that require lifting beyond safe limits or that present health/safety risks

### **5.3 Privacy and Personal Information**

- Providers will only request or use personal information necessary to perform the scheduled task and will keep such information private
- Customers should not share Social Security numbers, full bank account or card numbers, or persistent login credentials; if temporary access is required (for example, one-time codes), customers should supervise and revoke access after the task
- ErrandWorks is not a healthcare provider and does not act as a HIPAA "covered entity" or "business associate"; however, providers use reasonable safeguards to avoid unnecessary exposure to health information
- Keys, entry codes, and contact information should be shared through the platform where possible; providers will not make or retain copies without permission

## **6. Prescription Pickup and Healthcare Errand Services**

### **6.1 Prescription Pickup**

- Valid prescriptions, proper identification, and any pharmacy-required authorization are required
- Providers cannot provide medical advice, alter prescriptions, or handle controlled substances without pharmacy release and legally required documentation
- Customers are responsible for verifying medication accuracy and condition upon delivery

### **6.2 Healthcare Errands (Non-Clinical)**

- Tasks are limited to non-clinical support such as picking up/delivering medications, medical supplies, equipment, or paperwork; scheduling, drop-off/pickup of forms; and courier services between patient and provider
- Providers do not transport patients, administer medications, perform wound care, or engage in any clinical activity
- Requests involving sharps, biohazard waste, or temperature-controlled items require advance disclosure and may be declined or incur special handling fees

### **6.3 Privacy and Health Information**

- By booking these services, you authorize ErrandWorks and assigned providers to use and disclose the minimum necessary information to complete the task (e.g., name, date of birth, prescription pickup number)
- ErrandWorks is not a HIPAA-covered entity or business associate unless a separate written agreement is executed; nevertheless, we require reasonable safeguards and instruct providers not to retain, photograph, or share prescription labels or medical documents beyond task completion
- Customers should avoid sharing full medical records or portal credentials; if temporary access is necessary, provide one-time codes and revoke access immediately after the task

## **7. Event Planning and Setup**

### **7.1 Vendor Coordination**

- ErrandWorks facilitates coordination but is not responsible for third-party vendor performance
- Event changes within 48 hours may incur additional charges
- Weather or venue-related cancellations follow standard refund policies

## **8. Junk Removal and Organizing**

### **8.1 Item Restrictions**

- Hazardous materials, electronics requiring special disposal, and items over 50 lbs per piece require prior approval

- Customers responsible for item ownership verification
- Donated items delivered to customer-specified charities; disposal receipts provided when available

## **8.2 Organizing Services**

- Providers will organize spaces and belongings based on customer direction and agreed scope; no legal, tax, or financial advice is provided
- Customers must give explicit consent before any items are discarded, donated, or sold; providers will not remove documents or valuables without clear written or recorded approval
- When handling documents or sensitive items (e.g., IDs, financial records), providers will use reasonable care and will not copy or retain personal data beyond what is necessary to perform the task
- For digital organizing, customers should avoid sharing persistent passwords; if access is necessary, use temporary credentials and revoke them after the session

# **9. Grocery Shopping and Delivery**

## **9.1 Product Selection and Substitutions**

- Providers will contact customers for unavailable items or make reasonable substitutions
- Perishable items delivered within safe time limits
- ErrandWorks not responsible for product quality, recalls, or expiration dates

## **9.2 Payment Processing**

- Receipt and change provided for cash transactions
- Credit card purchases processed through customer's preferred method

# **10. Landscaping and Outdoor Maintenance**

## **10.1 Weather Dependencies**

- Outdoor services subject to weather conditions and safety considerations
- Seasonal limitations may apply to certain landscaping tasks
- Property boundaries and utility line locations must be clearly marked by customer

# **11. Office and Administrative Tasks**

## **11.1 Confidentiality**

- Administrative service providers maintain confidentiality of business information
- Customers responsible for providing necessary access credentials and permissions
- ErrandWorks not liable for third-party system or technology failures

## **11.2 Data Privacy and Access Controls**

- Providers will only access, use, and disclose customer information to the extent necessary to perform the requested tasks and will not retain copies longer than needed to complete the work
- Customers should avoid sharing persistent credentials, full payment card numbers, or unfettered account access; where access is required, provide least-privilege permissions and revoke access upon task completion
- ErrandWorks and providers are not a party to any regulated data compliance program (such as HIPAA, GLBA, or PCI DSS) unless expressly agreed in writing; customers are responsible for ensuring they have the right to share any personal or business data with us

## **12. Transportation and Delivery Services**

### **12.1 Item Security**

- Valuable items transported at customer's risk with reasonable care standards
- Delivery confirmations provided when possible
- Time-sensitive deliveries subject to traffic and weather conditions

## **13. Service Provider Expertise**

Each service provider operates within their area of expertise and training. Customers acknowledge that:

- Providers may decline tasks outside their skill level or comfort zone
- Additional specialists may be recommended for complex or technical work
- Service quality standards maintained through ErrandWorks vetting process

## **14. Emergency and Safety Protocols**

### **14.1 Emergency Situations**

- Service providers will contact appropriate emergency services when necessary
- ErrandWorks maintains emergency contact procedures for all active services
- Customers should inform providers of any special safety considerations

## **15. Service Modifications**

ErrandWorks reserves the right to modify these service-specific terms with appropriate notice. Continued use of services constitutes acceptance of updated terms.

## **16. Questions and Clarifications**

For questions about service-specific requirements or limitations, contact ErrandWorks customer service before booking to ensure proper service matching and expectations.

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*These Service-Specific Terms work in conjunction with ErrandWorks' main Terms & Conditions, Privacy Policy, and other governing documents. In case of conflict, these service-specific terms take precedence for the applicable service category.*