

Terms and Conditions

1. Introduction

Welcome to GOZMO SERVICES. By using our platform, you agree to comply with and be bound by the following terms and conditions in accordance with Czech law. Please review these terms carefully. If you do not agree with any of these terms, you are prohibited from using or accessing our services.

2. Definitions

- **"GOZMO SERVICES"** refers to the company providing the platform to connect homeowners with skilled professionals.
- **"User"** refers to anyone who uses the platform, including both homeowners and service professionals.
- **"Service Professional"** refers to any individual or company offering services through our platform.
- **"Homeowner"** refers to any individual seeking services through our platform.

3. User Responsibilities

- Users must provide accurate and complete information when contacting us through our contact form or by phone.
- Users agree to use the platform only for lawful purposes and in accordance with applicable Czech laws and regulations.

4. Service Professional Responsibilities

- Service Professionals must provide accurate qualifications and service details.
- Service Professionals must comply with all relevant Czech laws and regulations, including but not limited to licensing, insurance, and health and safety requirements.
- Service Professionals are solely responsible for the quality and completion of the services they provide.

5. Payment and Fees

- Homeowners agree to pay for the services provided by Service Professionals through the platform.
- GOZMO SERVICES charges a service fee to the Homeowner for using the platform. This fee is included in the total price quoted for the service.
- All payments must be made in Czech Koruna (CZK) and are subject to applicable taxes as required by Czech law.
- The service fee is non-refundable, except as specified in the cancellation and refund policy.

6. Cancellation and Refund Policy

- Homeowners can cancel a service request before the Service Professional begins the work without any charges.
- If a service is unsatisfactory, the Homeowner must report it within 24 hours for a potential resolution or refund.
- Refunds will be processed according to our refund policy, which will be detailed in the user account section.
- Any disputes regarding services or payments shall be resolved in accordance with Czech consumer protection laws.

7. Limitation of Liability

- GOZMO SERVICES acts solely as an intermediary platform that facilitates connections between Homeowners and Service Professionals. We do not provide the services ourselves and are not responsible for the quality, completion, or any other aspect of the services provided by the Service Professionals.
- We do not guarantee the availability, quality, or completion of any services.
- Our liability is limited to the maximum extent permitted by Czech law. In no event shall GOZMO SERVICES be liable for any indirect, incidental, or consequential damages arising out of or in connection with the services provided by the Service Professionals.

8. Intellectual Property

- All content on the platform, including text, graphics, logos, and software, is the property of GOZMO SERVICES and is protected by Czech and international intellectual property laws.
- Users may not use any content from the platform without prior written permission from GOZMO SERVICES.

9. Privacy Policy

- We are committed to protecting your privacy. Our privacy policy, which explains how we collect, use, and protect your personal information, is incorporated into these terms by reference and complies with GDPR and Czech data protection regulations.

10. Changes to Terms

- GOZMO SERVICES reserves the right to modify these terms at any time. Users will be notified of any changes via email or through the platform.
- Continued use of the platform after such modifications will constitute your agreement to the new terms.

11. Governing Law and Jurisdiction

- These terms and conditions are governed by the laws of the Czech Republic.
- Any disputes arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of the Czech Republic.

12. Contact Information

- For any questions or concerns about these terms, please contact us at info@gozmo.cz.