

Terms of Service & Legal Compliance

The agreement between you and OnlyClick

These Terms govern your use of the ONLYINCLIK DOMESTIC FIXES PVT LTD and onlyclick.in and all bookings made through them. Please read them carefully. By using "Only Click" you accept these Terms.

Effective date: 01-07-2026 Version 1.0

1. About "Only Click" and these Terms

"Only Click" is a technology platform that connects customers in Vijayawada with independent, verified service professionals ("Task Masters") for home services including cleaning, AC servicing, plumbing and vehicle washing. These Terms, together with our Privacy Policy and Cancellation & Refund Policy, form the agreement between Customer and Only Click.

Only Click facilitates the booking and payment for services. The actual service is performed by the Service Master. Only Click is responsible for the standards, conduct rules, and protections described in these Terms.

2. Eligibility and account

- You must be at least 18 years old and able to enter a contract.
- You agree to give accurate booking information (address, contact, property and service details). Wrong or incomplete information may lead to cancellation, inability to serve, or extra charges.
- You are responsible for activity on your account and for keeping your login secure.

3. Bookings and scope

- Each service has a defined scope (what is included and excluded), shown in the app and in the service checklist.
- Before work starts, the Service Master records, on the checklist, anything that cannot be done that day (for reasons of safety, height, or being out of scope) and any extra work and its agreed price. The customer acknowledges these before work begins.
- Any work beyond the booked scope is chargeable only if agreed in writing on the checklist before it is done. No undisclosed charges are added afterwards.

4. Prices and payment

- Prices are shown in the app at booking. The cost of spare parts, gas or materials for services such as AC and plumbing is separate and is quoted and approved before use.
- Payment of the full agreed amount is due when the service is marked complete, unless prepaid. Accepted modes: UPI, card or cash as shown in the app.
- A digital receipt is issued for each paid booking.

5. Non-payment after a completed service

If the booked service has been completed according to the agreed scope and the pre-service checklist, the amount becomes a confirmed debt owed to “Only Click”. If a customer does not pay, we follow a fair, staged process — we do not simply suspend accounts:

Stage	Timing	What happens
1. Reminder	Immediately – day 3	Polite payment reminders via app, SMS and call. No fee yet. Chance to flag any genuine issue.
2. Late fee	From day [3]	A late-payment fee of [10% of the unpaid amount] is added, plus any payment-gateway / collection cost actually incurred.
3. Formal notice	Day [7–15]	A written demand notice is sent to the registered contact, stating the amount due, fees, and a final date to pay.
4. Recovery	After notice period	Dues may be referred for recovery and, if needed, pursued through the appropriate consumer / civil / small-causes forum in Vijayawada. Costs may be claimed as allowed by law.
5. Account limits	Last resort	Only after the above, the account may be restricted for new bookings until dues are cleared. Suspension is not the first or automatic step.

Important fairness rules

- If you have a genuine quality complaint, raise it (Section 7) instead of withholding payment. Late fees are paused while a genuine complaint is being looked into.
- Late fees and charges are limited to a reasonable amount that reflects our actual loss and recovery cost — they are not a penalty designed to punish.
- You will always be told the amount, the reason, and given a final chance to pay before any recovery or account action.

Nothing in this section limits your rights under the Consumer Protection Act, 2019 or other applicable law.

6. Your responsibilities and safety

- Provide safe access, water and electricity needed for the service.
- Secure or point out valuables and fragile items before work starts; store valuables away in safe place where possible.
- Flag delicate surfaces and items needing special care or to be left untouched.
- Keep children and pets away from wet floors, chemicals and equipment.
- Treat the Task Master with respect. Abuse, harassment or unsafe conditions allow the Service Master to stop work; the booking may still be chargeable for work done.

7. Quality, complaints and re-service

- Tell the Task Master before they leave if something in scope was missed, or contact support within 24 hours.

- For valid issues within the agreed scope, we will re-do the specific item or make a fair adjustment, as per policy.
- Complaints relate to the quality of the booked work, not to items listed as not included.

8. Damage and liability

- Task Masters take reasonable care of your property. If genuine damage is caused during the service, report it within 24 hours with proofs and photos.
- Verified damage caused by us is compensated up to a maximum of ₹[10,000] per booking, or the amount communicated for that booking.
- We are not liable for pre-existing damage, normal wear and tear, weak or already-loose fittings, latent defects, or items not pointed out as fragile in advance.
- To the extent allowed by law, “Only Click” is not liable for indirect or consequential losses, and our total liability for any booking will not exceed the higher of the amount paid for that booking or the damage cap above.

9. Cancellations and refunds

Cancellations, rescheduling and refunds are governed by our separate Cancellation & Refund Policy, which forms part of these Terms.

10. Intellectual property

The “Only Click” name, logo, app, website and content are owned by OnlyClick or its licensors. You may use them only to access and use the services. You may not copy, modify or misuse them.

11. Acceptable use

- Do not use “Only Click” for unlawful purposes or to book services with intent not to pay.
- Do not attempt to contract Service Masters off-platform to avoid fees or protections; doing so removes the safety, payment and damage protections in these Terms.
- Do not post false reviews, misuse the platform, or interfere with its operation.

12. Legal compliance

- “Only Click” operates in accordance with applicable Indian law, including the Consumer Protection Act, 2019 and its e-commerce rules, the Information Technology Act, 2000 and rules made under it, and applicable data-protection law.
- As an intermediary connecting customers and Task Masters, “Only Click” maintains grievance redressal as described in the Privacy Policy and these Terms.
- Applicable taxes (such as GST) are charged and shown as required by law.
- Service Masters are expected to hold any licences or registrations required for their trade; “Only Click” verifies professionals as part of onboarding.

13. Grievance redressal

For any complaint about the service or these Terms, contact support first. If unresolved, you may escalate to our Grievance Officer:

Grievance Officer

Name: Cherukuri Lohit Email: support@onlyclick.in

Address: Niddamanuru, Vijayawada, Andhra Pradesh

We aim to acknowledge within [48 hours] and resolve within the timelines required by law.

14. Disclaimers

Services are provided with reasonable skill and care. Except as required by law, the platform is provided “as is” and we do not guarantee uninterrupted or error-free operation. Outcomes such as complete removal of old stains, odours or scaling cannot be guaranteed and are described as best-effort in the relevant checklist.

15. Governing law and jurisdiction

These Terms are governed by the laws of India. Subject to your statutory consumer rights, the courts and consumer forums at Vijayawada, Andhra Pradesh have jurisdiction over disputes.

16. Changes to these Terms

We may update these Terms from time to time. The version in force at the time of your booking applies to that booking. We will post updates with a new effective date and, for significant changes, notify you. Continued use means you accept the updated Terms.

ONLYINCLIK DOMESTIC FIXES PVT LTD • onlyclick.in • Vijayawada, Andhra Pradesh, India
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