

Sparklit Terms and Conditions

Last Updated: 19 September 2025

This Agreement governs the use of services provided by OneZero Innovations Private Limited (“Company,” “we,” “us,” or “our”), operating under the brand name Sparklit (“Platform,” “Services”). By accessing or using the Platform, you (“Customer,” “you,” or “your”) agree to be bound by these Terms and all related policies.

1. Company Information

- Legal Name: OneZero Innovations Private Limited
- Operating Entity: Sparklit
- Registered Office: H No 4, Krishna Kunj, Dattatreya Colony, Rajiv Nagar, Hubli - 580031, Karnataka, India
- Contact: info@justsparklit.com

2. Acceptance and Modification of Terms

- Your use of the Platform is subject to these Terms and any updates published here.
- We reserve the right to change or update these Terms at any time. Notification of significant changes will be provided via email and/or Platform.
- Continued use after updates means acceptance.

3. Definitions

- “Platform”: The Sparklit website, mobile app, WhatsApp interface, and related offerings.
- “Customer”: The individual or authorized guardian using or booking Services.
- “Crew”: Independent contractors providing services.
- “Services”: Tasks offered through the Platform such as cleaning, sweeping, mopping, dusting, utensil washing, and other household chores.

4. Eligibility and Parental Consent

- Customers must be at least 18 years old to independently create accounts and book services.
- Minors aged 3-17 may only use the Platform via an account registered and managed by a parent or legal guardian.
- The responsible adult must accept these Terms on behalf of the minor and assumes all responsibilities.

5. Service Description and Availability

- Sparklit connects Customers to Crew for various household tasks.

- Service availability depends on Crew presence and geographic coverage.
- Services include routine household tasks, with scope set out in detailed service descriptions.
- Each booking allows a 15-minute grace period for Crew arrival.
- If the Crew arrives within this window, the service is deemed on-time.
- Liaison will be provided for delays; in cases of unavoidable delays (traffic, weather, force majeure), Customers may be eligible for rescheduling or cancellation as per policy.

6. Booking and Payment

- All bookings require accurate input of location, time, and service details.
- Pricing is shown upfront at booking and includes applicable taxes.
- Prices may vary due to demand, time, or changes at Company discretion.
- Additional charges (e.g., special requests) require Customer approval before service.
- Payments are processed securely; Customers are responsible for indicating correct payment methods.

7. Customer Obligations and Behavior

- Provide safe and respectful conditions for Crew to perform services.
- Abide by applicable laws and refrain from abusive or discriminatory behavior.
- Ensure clear communication and physical access for Crew.
- Prevent fraudulent activity or misuse of the Platform.

8. Liability, Theft, Damage, and Insurance

- The Company's financial liability for any claim shall not exceed ₹5,000 or the amount paid for that booking, whichever is lower.
- This limitation does not restrict liability due to the Company's gross negligence or willful misconduct.
- Theft or damage caused by Crew or third parties is subject to joint investigation.
- Customers should maintain adequate insurance for valuables and property.
- Crew may hold insurance covering their actions, subject to separate agreements.
- Timely complaint reporting to Sparklit is required to assess and address incidents.

9. Intellectual Property Rights

- All content, branding, software, and documentation are owned or licensed by the Company.
- No content may be copied, reproduced, or used commercially without written permission.

10. User-Generated Content and Third-Party Links

- Customers retain rights to personal content shared but grant the Company license to use it for operations and improvement.
- The Platform may link to external sites; we disclaim responsibility for external content or privacy practices.

11. Account Suspension and Termination

- We reserve the right to suspend or terminate accounts for violations or suspicious activity.
- Customers remain liable for payments and obligations incurred before termination.
- Termination does not preclude legal remedies for breaches.

12. Indemnity

- You agree to indemnify, defend, and hold harmless the Company and affiliates against all claims, damages, liabilities, costs arising from your breaches, misuse, or illegal activities.

13. Force Majeure

- The Company is not responsible for failure or delay caused by unforeseen events beyond control, including natural disasters, strikes, legal actions, or technical outages.

14. Governing Law and Dispute Resolution

- These Terms are governed by Indian law.
- Exclusive jurisdiction and venue are courts in Bangalore, Karnataka.
- Arbitration may be conducted in Bangalore per Arbitration & Conciliation Act, 1996.
- Disputes may require mediation or alternative dispute resolution before litigation.

15. Confidentiality and Privacy

- Customer data is handled as per Privacy Policy and applicable law.
- Confidential information is protected from unauthorized disclosure except as required by law.

16. Assignment

- No transfer of obligations and rights without Company's written consent.

17. Pricing and Changes

- Service pricing is subject to change; Customers should verify prior to booking.
- Changes to service offerings or terms will be notified via the Platform or email.

18. Notices

- All official communication will be sent to registered Customer contacts or the Company's registered address.

19. Entire Agreement and Severability

- These Terms and related policies represent the entire agreement.
- If any provision is invalid or unenforceable, others remain in effect.

Company Details:

OneZero Innovations Private Limited

Registered Office: H No 4, Krishna Kunj, Dattatreya Colony, Rajiv Nagar, Hubli - 580031,
Karnataka, India

Customer Support: support@justsparklit.com