

jobwhee · Terms of Service

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01. Introduction

Welcome to Jobwhee. These Terms of Service ("Terms") are the agreement between you and Jobwhee, which runs jobwhee.com (the "Platform"), a marketplace for local services in Greece. Clients post jobs, and professionals ("Talents") offer to do them.

By creating an account or using the Platform, you accept these Terms. If you do not accept them, please do not use Jobwhee. How we handle personal data is explained in our Privacy Policy, and the cookies we use are listed on our Cookies page.

Jobwhee is operated by JOBWHEEL MARKETPLACE GREECE O.E., Φίλωνος 53, 18535 Πειραιάς, ΑΦΜ 802913394. Contact: support@jobwhee.com.

02. Jobwhee is an intermediary

Jobwhee is only an intermediary. It connects Clients and Talents and collects payments on behalf of Talents. Jobwhee does not provide the services offered on the Platform, is not a party to any agreement between Clients and Talents, and does not employ, supervise, or represent any User.

To the fullest extent permitted by law, Jobwhee bears no liability for anything that arises from the services offered or ordered on the Platform, the agreements between Users, their conduct or statements, the quality, safety, legality, or timing of any work, any damage or injury caused by a User, or any payment dispute or reversal between Users. Any claim about a service is made only against the User who provided or ordered it.

Each User agrees to indemnify and hold Jobwhee harmless from any claim, loss, cost, fine, or fee, including legal fees and payment reversals, that arises from that User's services, conduct, content, or breach of these Terms.

03. Purpose of the platform and scope of services

Jobwhee Marketplace has been created as a digital environment designed to facilitate efficient discovery, negotiation, and contracting between Clients and Talents. The Platform enables Clients to publish projects or requests for services and Talents to present their professional profiles, portfolios, and offers. Jobwhee provides the technological framework for communication, proposal exchange, contracting, invoicing, secure payment processing, and dispute resolution, while maintaining its role solely as an intermediary. Jobwhee is not a party to service agreements formed between Clients and Talents and does not guarantee the availability, quality, or outcome of services provided by Users.

For payments, Jobwhee acts as the Talent's agent. Jobwhee collects the Client's payment for a job on behalf of the Talent, and a payment made to Jobwhee settles the Client's debt to the Talent for that amount. The contract for the service is between the Client and the Talent, and the Talent alone is responsible for the content, quality, and safety of the work.

The Platform is intended to support a wide range of professional and personal service categories. Talents may offer and Clients may purchase services across multiple industries

and fields, as defined and updated by Jobwheel from time to time. Jobwheel reserves the right to introduce new categories, modify existing ones, or restrict certain categories where required by law or by its internal policies. Users acknowledge that it is their responsibility to ensure that the services they offer or purchase comply with all applicable laws and regulations.

Jobwheel provides flexibility in how engagements are structured. Clients and Talents may agree to one-off tasks, short-term projects, or longer-term engagements lasting one, three, or up to six months. They may also choose to divide services into milestones, with partial payments released progressively upon completion of deliverables. While the Platform secures funds through its payment system to protect both Clients and Talents, all agreements regarding scope, deadlines, and service specifications are made under the sole responsibility of the Users. Jobwheel does not control or dictate pricing, timelines, or performance obligations, leaving such negotiations to the discretion of Clients and Talents.

The freedom to negotiate and define the terms of collaboration is a fundamental principle of the Platform. However, Users accept that Jobwheel may intervene as a mediator in the event of disputes, may hold or release funds as necessary for resolution, and may suspend accounts in cases where violations of law, this Agreement, or Platform rules occur. Jobwheel further reserves the right to restrict or prohibit services that involve unlawful activities, infringe intellectual property rights, or otherwise conflict with its Code of Conduct.

04. Eligibility and user responsibilities

Use of the Platform is restricted to individuals who are at least eighteen (18) years of age and who possess the legal capacity to enter into binding agreements, as well as to legal entities duly incorporated and operating in accordance with the laws of their jurisdiction. By registering for an account, each User represents and warrants that they meet these requirements and that all information provided is true, accurate, and complete. Jobwheel reserves the right to suspend or terminate accounts where such requirements are not met.

Talents who offer services through the Platform must ensure that they are legally authorized to do so in the jurisdiction where they operate. Where national law requires formal registration as a self-employed professional, sole proprietor, or company, Talents are obliged to comply with such requirement. Jobwheel does not verify or guarantee the legal or tax status of Talents and assumes no liability for their compliance with applicable law. Should a natural person choose to register as a Talent without holding the required registration or authorization, such participation shall be undertaken entirely at their own risk, and all legal, tax, and regulatory consequences shall remain solely their responsibility.

Clients must ensure that they have the legal capacity and financial ability to contract with Talents and to pay for services requested. All Users are responsible for maintaining the confidentiality of their login credentials and for all activity conducted under their accounts. Users agree to notify Jobwheel immediately of any unauthorized use or suspected breach of security. Jobwheel shall not be liable for damages arising from compromised credentials or unauthorized access caused by a User's negligence.

Talents must provide a valid tax identification number (AΦM) before they accept their first job and, where applicable, proof of professional registration. Clients provide a tax identification number only if they want documents issued to a business. All Users

acknowledge that they are solely responsible for calculating, declaring, and paying all taxes, duties, and contributions arising from their use of the Platform. Jobwhee does not withhold or remit taxes on behalf of Users. Failure to provide valid or updated tax information may result in account suspension, withholding of funds, or termination.

By participating in the Platform, Users accept full responsibility for compliance with applicable laws, this Agreement, and all Platform rules. Any violation of these responsibilities constitutes a material breach of this Agreement and entitles Jobwhee to suspend or terminate the User's account, to withhold funds through its payment provider, and to take any further action necessary to protect the integrity of the Platform.

05. Account registration, verification, and security

To access and use the Platform, Users must create a personal or business account by completing the registration process and providing all required information. By registering, Users agree to provide accurate, current, and complete details, including their full legal name, contact information and, where required, a valid tax identification number. To receive payouts, Talents also complete identity and bank verification with our payment provider, Stripe. Jobwhee reserves the right to reject any registration at its discretion or to request additional information or documentation where necessary for compliance with applicable laws, including anti-money laundering and know-your-customer regulations.

Jobwhee may conduct verification checks on Users at any time, including identity confirmation, proof of self-employment or business registration, and validation of tax information. Users consent to such verification procedures and acknowledge that failure to provide requested information may result in delayed payments, account suspension, or termination. Jobwhee does not guarantee that every User is verified and disclaims responsibility for the accuracy of information provided by Users.

Each User is responsible for safeguarding the confidentiality of their account credentials and for all activity conducted through their account. Jobwhee shall not be liable for losses or damages resulting from unauthorized access where a User has failed to maintain adequate security measures. Users must notify Jobwhee immediately of any unauthorized use of their account or any other security breach. Jobwhee may suspend accounts temporarily while investigating suspected unauthorized activity and reserves the right to take all necessary measures to protect the Platform and its community.

Accounts are personal to the User and may not be transferred, sold, or assigned without the prior written consent of Jobwhee. Users are prohibited from maintaining duplicate accounts for fraudulent or manipulative purposes. Jobwhee reserves the right to merge or close accounts that it reasonably suspects are duplicative or misleading. In the event of termination or deactivation, Jobwhee may retain certain account data, including invoices and communications, for as long as required by law or for the protection of its legitimate interests.

By registering and maintaining an account, Users confirm that they act in compliance with all applicable laws and regulations, and that their participation on the Platform does not infringe upon the rights of third parties or the requirements of their jurisdiction.

06. Roles of clients and talents

The Platform distinguishes between two principal categories of Users: Clients, who publish projects and seek services, and Talents, who offer and provide services. By registering as a Client, a User agrees that they are solely responsible for accurately describing the scope of services required, setting realistic timelines, and ensuring the availability of funds to cover the agreed fees. Clients must communicate honestly and fairly with Talents and must not misrepresent the nature of projects or the ability to pay. Clients acknowledge that entering into a contract with a Talent creates a binding obligation to pay for services rendered in accordance with the agreed milestones or deliverables.

By registering as a Talent, a User agrees that they are solely responsible for the quality, timeliness, and legality of the services they provide. Talents must ensure that their profiles, portfolios, and service offerings are truthful and do not infringe upon the rights of third parties. Talents acknowledge that entering into a contract with a Client creates a binding obligation to perform the agreed services in accordance with the contract terms. Talents further accept that failure to deliver services as promised may result in non-payment, negative feedback, suspension, or other measures imposed by Jobwhee.

Clients and Talents may negotiate the price, scope, and terms of services directly within the Platform, and Jobwhee does not intervene in these negotiations except where necessary to enforce compliance with this Agreement or to resolve disputes. Users accept that all contracts are formed exclusively between Clients and Talents, and that Jobwhee is not a contracting party and assumes no responsibility for performance or outcomes.

All communications, proposals, and agreements between Clients and Talents must take place through the Platform's secure messaging and contracting systems. Users are strictly prohibited from circumventing the Platform by attempting to transfer negotiations, contracts, or payments outside Jobwhee. Any such circumvention constitutes a serious breach of this Agreement and may result in account suspension, withholding of funds, and permanent exclusion from the Platform.

By participating on the Platform, Clients and Talents agree to treat one another with professionalism and respect, and to comply with all rules of conduct established by Jobwhee. Harassment, discrimination, hate speech, or abusive behavior directed at other Users or Jobwhee personnel will not be tolerated and may lead to immediate termination of the account.

07. User conduct and code of ethics

Users of the Platform are expected to conduct themselves in a professional, respectful, and lawful manner at all times. By accessing and using Jobwhee, each User agrees to comply with this Agreement, applicable laws, and the community standards established by Jobwhee. Users must not engage in behavior that is abusive, fraudulent, discriminatory, or otherwise harmful to the integrity of the Platform or its community.

Harassment of any kind is strictly prohibited. This includes, without limitation, verbal or written abuse, threats, intimidation, bullying, or persistent unwanted communication. Jobwhee maintains a zero-tolerance policy toward hate speech, racism, sexism, homophobia, xenophobia, or any other form of discriminatory conduct. Content or behavior that promotes violence, terrorism, exploitation, or unlawful activities is also prohibited.

Jobwhee reserves the right to suspend or terminate accounts immediately where such conduct is identified.

Users must interact honestly and fairly in their dealings on the Platform. Clients must not solicit services with no genuine intention to pay, and Talents must not misrepresent their skills, experience, or ability to perform services. Users are prohibited from engaging in fraudulent schemes, identity theft, plagiarism, intellectual property infringement, or any conduct that seeks to manipulate or exploit the Platform, its payment systems, or its community.

All communications and exchanges of information between Clients and Talents must occur within the Platform's messaging and contracting tools. Attempts to bypass the Platform by arranging contracts, payments, or communications outside Jobwhee constitute a material breach of this Agreement. Such circumvention undermines the integrity of the Platform and may result in account suspension, withholding of funds, or permanent exclusion from Jobwhee.

Users acknowledge that Jobwhee may monitor communications, files, and transactions conducted through the Platform for compliance and security purposes. Messages and files exchanged cannot be deleted by Users, as they may serve as material evidence in disputes, arbitration, or legal proceedings. By using the Platform, Users consent to the storage, review, and use of such communications by Jobwhee strictly for the purposes of compliance, mediation, fraud prevention, and legal reporting.

By participating in the Platform, Users accept that their continued membership depends upon adherence to this Code of Ethics. Any violation of these standards may result in warnings, suspension, termination, forfeiture of funds, or referral to competent authorities. Jobwhee reserves the right to enforce these standards at its sole discretion in order to protect the safety, trust, and reputation of the Platform.

08. Prohibited services and activities

The integrity and safety of the Platform require that certain services and activities are strictly prohibited. By registering and using Jobwhee, Users agree not to request, offer, or engage in any service, transaction, or conduct that violates applicable laws, infringes the rights of third parties, or undermines the trust and security of the Platform.

Prohibited services include, without limitation, any services connected to illegal products or activities, counterfeit goods, narcotics, controlled substances, weapons, or other items restricted by law. Services that involve gambling, pornography, adult entertainment, escort services, or exploitation of any kind are not permitted. Users are also prohibited from offering services that promote hate speech, violence, terrorism, human trafficking, or any other form of criminal conduct.

Activities that infringe upon intellectual property rights, including unauthorized distribution of copyrighted material, unlicensed use of software, or misappropriation of trade secrets, are strictly forbidden. Users must not solicit or perform services that involve hacking, spamming, phishing, spreading malware, or otherwise compromising cybersecurity. Any attempt to manipulate, disrupt, or gain unauthorized access to the Platform's systems, payment infrastructure, or data is a material breach of this Agreement.

Users are prohibited from using the Platform to conduct activities intended to evade taxes, launder money, or conceal unlawful transactions. Jobwhee reserves the right to investigate suspicious transactions and to cooperate fully with law enforcement or regulatory authorities by providing account information, communications, and transaction records where legally required.

Jobwhee may at any time remove listings, profiles, or content that, in its sole discretion, fall within prohibited categories or otherwise pose a risk to the Platform. Users acknowledge that Jobwhee has absolute authority to determine whether a service or activity is prohibited and that such determinations are binding.

Anyone can tell us about content they believe is illegal or breaks these Terms, with the "Report a problem" button or by writing to support@jobwhee.com. We review every report, and we tell the person who reported it and the User concerned what we decided and why.

Engaging in any prohibited service or activity constitutes a serious violation of this Agreement and may result in immediate suspension or termination of the User's account, withholding or return of funds through our payment provider, and referral to competent authorities. Users agree that they bear full responsibility for ensuring that their activities on the Platform are lawful and compliant with these Terms.

09. Payments, fees, and refunds

Jobwhee provides a secure payment infrastructure to facilitate transactions between Clients and Talents. All payments for services performed through the Platform must be processed exclusively via Jobwhee's integrated payment system. By using the Platform, Users expressly agree not to arrange or process payments outside Jobwhee. Any attempt to bypass the Platform's payment system constitutes a material breach of this Agreement and may result in suspension, termination, and forfeiture of funds.

Clients pay for a job or a milestone before the work starts. Jobwhee collects this payment on behalf of the Talent through its payment provider, Stripe, and keeps it in Money in Secure until the Client approves the work. When the Client presses Release, the payment is sent to the Talent, less the Talent's service fee. If a Client does not respond within the period specified by Jobwhee, Jobwhee may, at its discretion, release the funds to the Talent based on available evidence.

A Release cannot be reversed. Once the Client presses Release, the money is on its way to the Talent and Jobwhee cannot return it to the Client, neither automatically nor through a dispute. Before Release, the Client is asked to confirm that the work is complete. A complaint about work that has already been released is handled by our support team, but it does not lead to a refund from Jobwhee.

Jobwhee charges a service fee on each completed job, to both the Client and the Talent. The Client's fee is added to the price of the job, and the Talent's fee is withheld from the payout. Both are shown before anything is agreed, and the current fees are listed on our Fees page. Jobwhee may change its fees by announcing the change in advance, as described in the section on changes to these Terms. Fees already shown on an agreed contract do not change.

Before Release, a refund to the Client can be agreed by both parties, or decided by Jobwhee after mediation in a dispute. Where necessary, Jobwhee may withhold or release

funds based on the outcome of mediation.

Jobwhee is an intermediary and does not bear the cost of chargebacks or payment reversals. If a Client's bank reverses a payment, the reversed amount and any related bank or processing fees are recovered from the User responsible: from the Talent, including by withholding them from current or future payouts, where the reversal relates to the service; and from the Client where the reversal was made without a valid reason. Each User agrees to repay such amounts to Jobwhee on request, and Jobwhee may take any lawful step to recover them.

Jobwhee may delay or withhold the release of funds where fraud, illegal activity, or non-compliance with this Agreement is suspected. Funds may also be retained pending the outcome of disputes or compliance reviews.

By participating in the Platform, Users agree that all payment obligations between Clients and Talents are binding and enforceable contracts, and that the Platform's payment system is the exclusive channel for fulfilling such obligations. Users further acknowledge that Jobwhee does not itself provide credit, insurance, or guarantees of payment and that the responsibility for funding and delivering services rests solely with Clients and Talents.

10. Fraud and suspicious activity

If Jobwhee suspects fraud, a stolen card, a fake account, a false dispute, or any other abuse, it may, without prior notice: hold payments and payouts, cancel or refund payments that have not been released, suspend or close the accounts involved, and share information with its payment provider, banks, and the police.

Jobwhee is not liable for any loss caused by fraud committed by a User or a third party, or for delays caused by these checks.

A User who commits fraud or abuse must repay Jobwhee every loss, fee, and cost it causes, including payment reversals and legal costs. Jobwhee may deduct these amounts from any money it holds for that User.

11. Non-refundable fees

Please note that in the event of a refund, Jobwhee's service fees and the processing fees charged by our third-party payment processor are non-refundable. When a refund is issued to a Client, the amount returned will be the original payment amount minus these non-refundable transaction and platform fees, unless the refund is a result of a technical error caused solely by the Platform.

12. Taxes and invoicing

Each User is solely responsible for complying with all tax laws and obligations applicable in the jurisdiction where they reside or operate. By registering on the Platform, Talents expressly acknowledge that they are required to calculate, declare, and pay any income taxes, value-added taxes (VAT), social security contributions, or other levies arising from the services they provide. Clients are responsible for complying with any withholding or reporting requirements applicable to them. Jobwhee does not provide tax advice, does not withhold or remit taxes on behalf of Users, and shall not be held liable for any User's failure to comply with tax or regulatory obligations.

Talents must provide a valid tax identification number (AΦM) before they accept their first job and keep it accurate and up to date at all times. Jobwhee reserves the right to request documentary evidence of tax registration, professional licenses, or other compliance documentation. Failure to provide valid or updated tax information may result in account suspension, delayed payments, or termination. Jobwhee may withhold funds until the required documentation is provided.

The Talent issues the tax document for the service (receipt or invoice) to the Client, under the Talent's own tax number, and uploads it to the contract on the Platform. Jobwhee issues documents only for its own service fees: one to the Client and one to the Talent. The payment summary that Jobwhee shows for a job is a record of the amounts and is not a tax document.

Users accept that tax authorities in their jurisdiction may require additional records, declarations, or payments, and that they remain exclusively responsible for ensuring compliance with such requirements. Jobwhee expressly disclaims liability for fines, penalties, or other consequences imposed on Users as a result of their failure to comply with tax obligations.

In cases where Jobwhee is required by law to provide information to tax or regulatory authorities, Users authorize Jobwhee to disclose their account details, identification records, transaction history, and invoices. Users further acknowledge that Jobwhee may retain such records for as long as required by applicable tax and accounting laws.

13. Intellectual property rights

All intellectual property rights in the services and deliverables created by Talents remain with the Talent until full payment for the relevant services has been received through the Platform. Upon confirmation of payment, ownership of the deliverables automatically transfers to the Client, unless the parties have expressly agreed otherwise in writing. This transfer includes all rights, titles, and interests in the work product, to the extent permitted by applicable law.

Talents represent and warrant that any work product they deliver is original, does not infringe upon the rights of third parties, and that they have full authority to assign such rights to the Client. Talents shall indemnify and hold harmless both Clients and Jobwhee against any claims, damages, or liabilities arising from alleged or actual infringement of intellectual property rights in connection with their work.

Clients acknowledge that they may not use, reproduce, distribute, or exploit any deliverables prior to completing full payment. Any unauthorized use of deliverables without payment constitutes a material breach of this Agreement and may result in account suspension, termination, and liability for damages.

Jobwhee does not claim ownership of any content, profiles, portfolios, or deliverables created by Talents or submitted by Clients. However, by uploading or submitting content to the Platform, Users grant Jobwhee a limited, non-exclusive, royalty-free, worldwide license to store, display, and process such content strictly for the purposes of operating the Platform, facilitating transactions, compliance reviews, dispute resolution, and marketing to the extent permitted by law. This license does not transfer ownership and terminates

when the content is removed, except that Jobwhee may retain copies where required by law or for legitimate business purposes such as audits or dispute resolution.

Users are prohibited from posting or submitting content that infringes intellectual property rights, including copyrighted works, trademarks, trade secrets, or patents belonging to third parties. Jobwhee reserves the right to remove infringing content, suspend accounts involved in repeated infringement, and provide information to the rightful owners or authorities when legally required. By participating in the Platform, Users accept that all intellectual property issues arising from services or deliverables are matters between Clients and Talents, and that Jobwhee assumes no liability other than as expressly stated in this Agreement.

14. Disputes

If the Client and the Talent disagree about work that has not been released, either of them can open a dispute from the contract. Both parties send their explanation and evidence through the Platform, and a person at Jobwhee reviews the case.

Jobwhee then decides how the money in Money in Secure is paid out: to the Talent, back to the Client, or partly to each. This decision settles the payment on the Platform. It does not prevent either party from taking a claim about the service itself to a court.

Money that has already been released cannot be the subject of a dispute about payment. A complaint about released work is handled by our support team, as described in the section on payments.

15. Limitation of liability

Jobwhee provides the Platform as it is and as available. Jobwhee is an intermediary: it is not responsible for the work, conduct, statements, or availability of Clients and Talents, for losses arising from agreements between them, or for payment reversals they cause, and it does not guarantee that a job will be completed or that a User is who they say they are.

Jobwhee does not compensate Users for losses caused by other Users or by third parties, including fraud, scams, stolen cards, fake accounts, or false claims.

What Jobwhee may do when it suspects fraud is set out in the section on fraud and suspicious activity.

16. Suspension and closing an account

Jobwhee may restrict, suspend, or close an account that breaks these Terms or the law, or that puts other Users at risk. We tell the User the reason, unless the law does not allow it. Before closing a Talent's account for good, we give at least thirty (30) days' notice, except where the law, a serious or repeated breach, or a risk to other Users requires us to act at once. A User can reply to any such decision by writing to support@jobwhee.com.

Users can close their own account in their settings when they have no open contract and no money waiting to be paid or released. What happens to personal data after an account is closed is explained in our Privacy Policy.

17. How search results are ordered

Jobs and Talents are shown in an order based on how well they match the search words, the place and the filters the User chose, and the sort option selected, such as newest first. Jobwhee does not sell higher places in search results.

18. Changes to these Terms

Jobwhee may change these Terms. We announce changes by email and on the Platform at least fifteen (15) days before they apply, unless a change is required by law sooner. If you do not agree with a change, you can close your account before it applies. If you keep using Jobwhee after that date, you accept the new Terms.

The date at the top of these Terms shows the latest version.

If a court finds any part of these Terms invalid, that part is limited to the minimum the law requires, and the rest of these Terms remains in full force.

19. Governing law and complaints

These Terms are governed by Greek law. The courts of Piraeus have jurisdiction over disputes with Jobwhee. If you are a consumer, you can also bring a claim in the courts of the place where you live, and you keep the protection that mandatory law in your country gives you.

If you have a complaint about Jobwhee, write to support@jobwhee.com and we will answer within thirty (30) days. Consumers in Greece can also turn to the Consumer Ombudsman (Συνήγορος του Καταναλωτή), www.synigoroskatanaloti.gr.

20. Contact

JOBWHEE MARKETPLACE GREECE O.E., Φίλωνος 53, 18535 Πειραιάς, ΑΦΜ 802913394.

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