

We've replaced standard written T&Cs with visual terms

We have created these visual terms to make your contract with hipages¹ easy for you to use and understand. These terms apply when you post a job and use our platform and app.

Job poster contract



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Our hipages platform

Tradies on hipages

Our tradie platform is free for you to use. Tradies pay to be on our platform, so that they can be connected with job posters, like you, for work.

We don't partner, employ or contract tradies. And we don't set the price for their work.

Your relationship with tradies

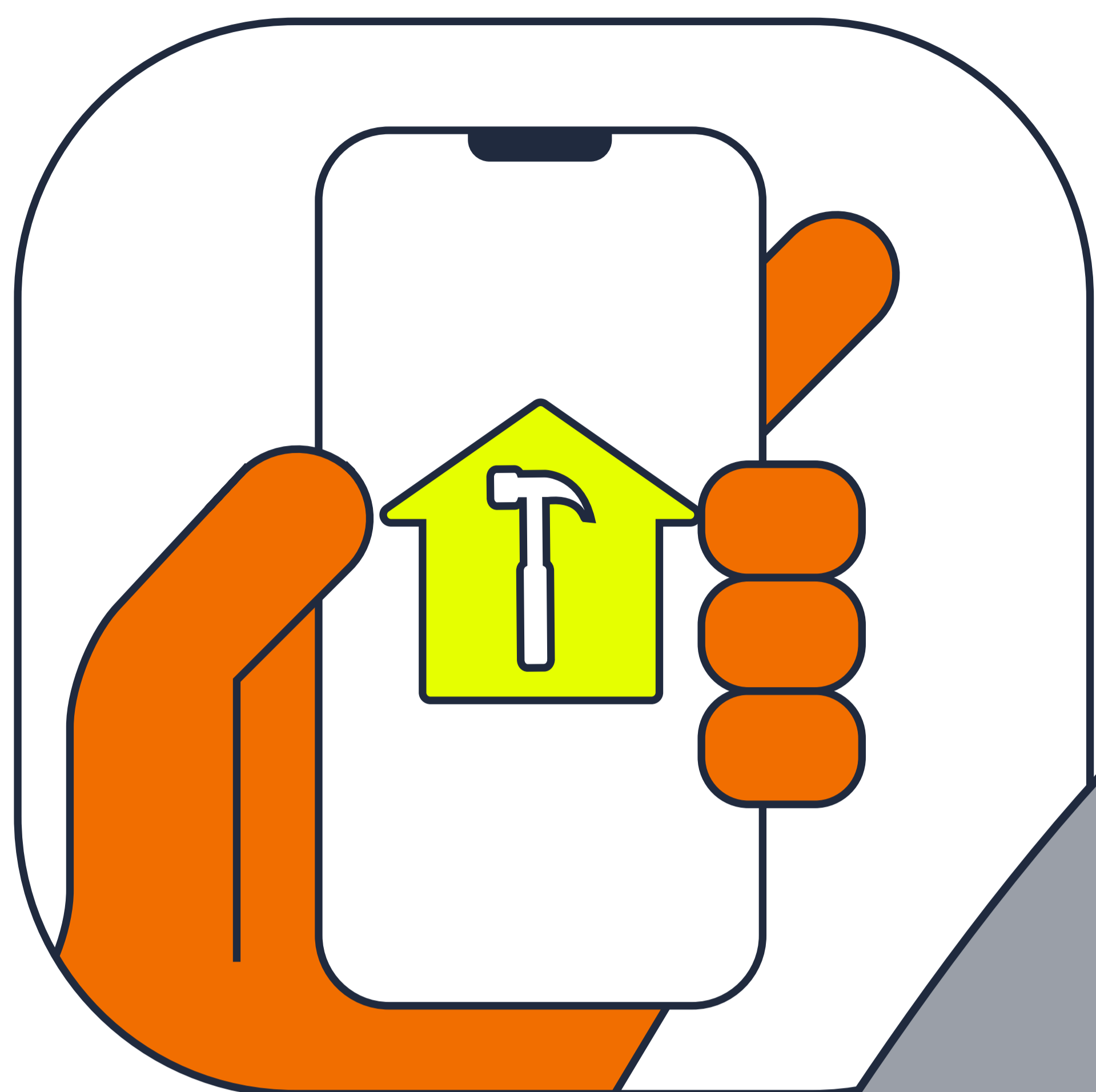
hipages connects you with tradies. You choose the tradie that is right for your job. Your chosen tradie (and not hipages) is responsible for their work.



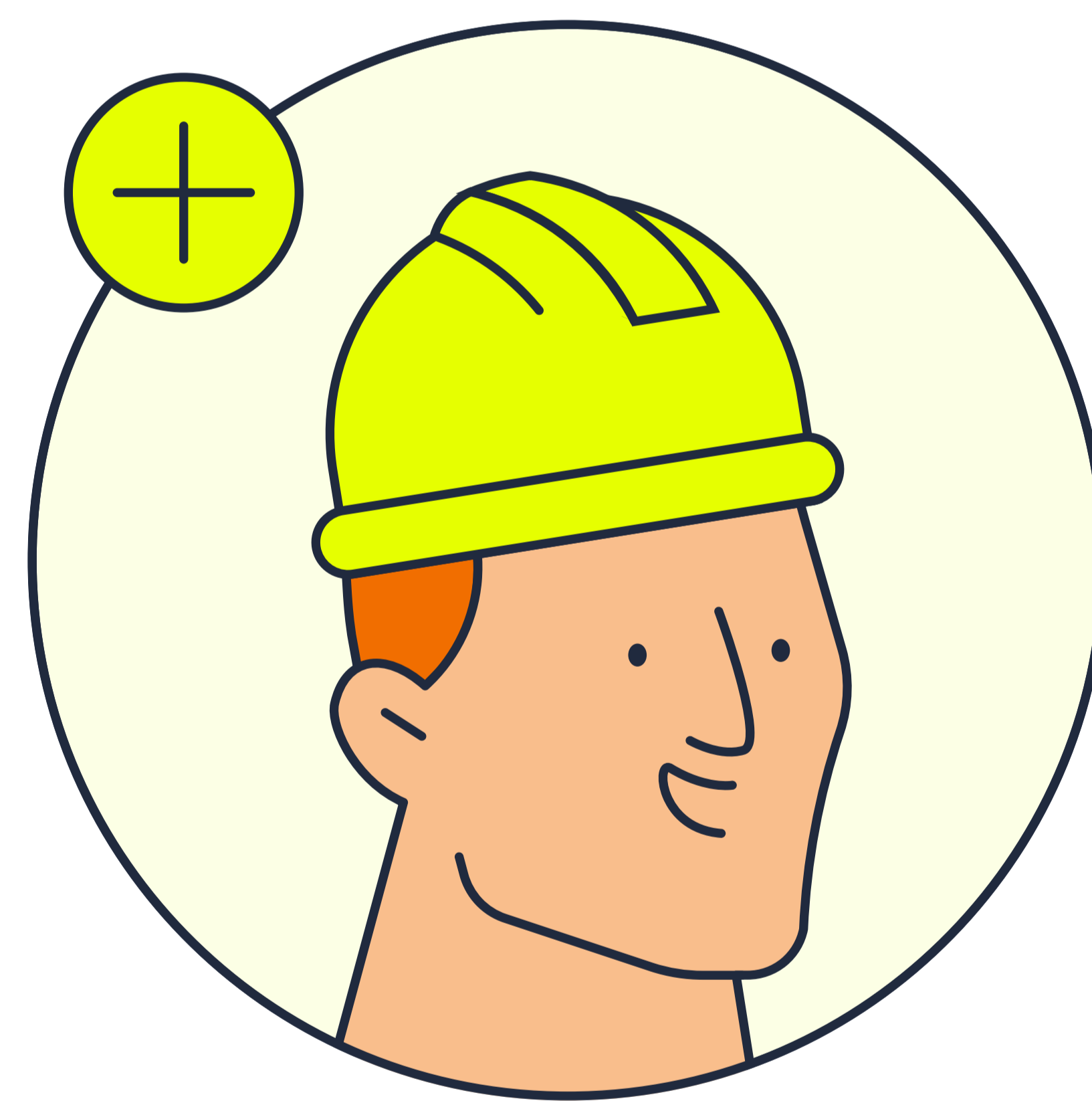
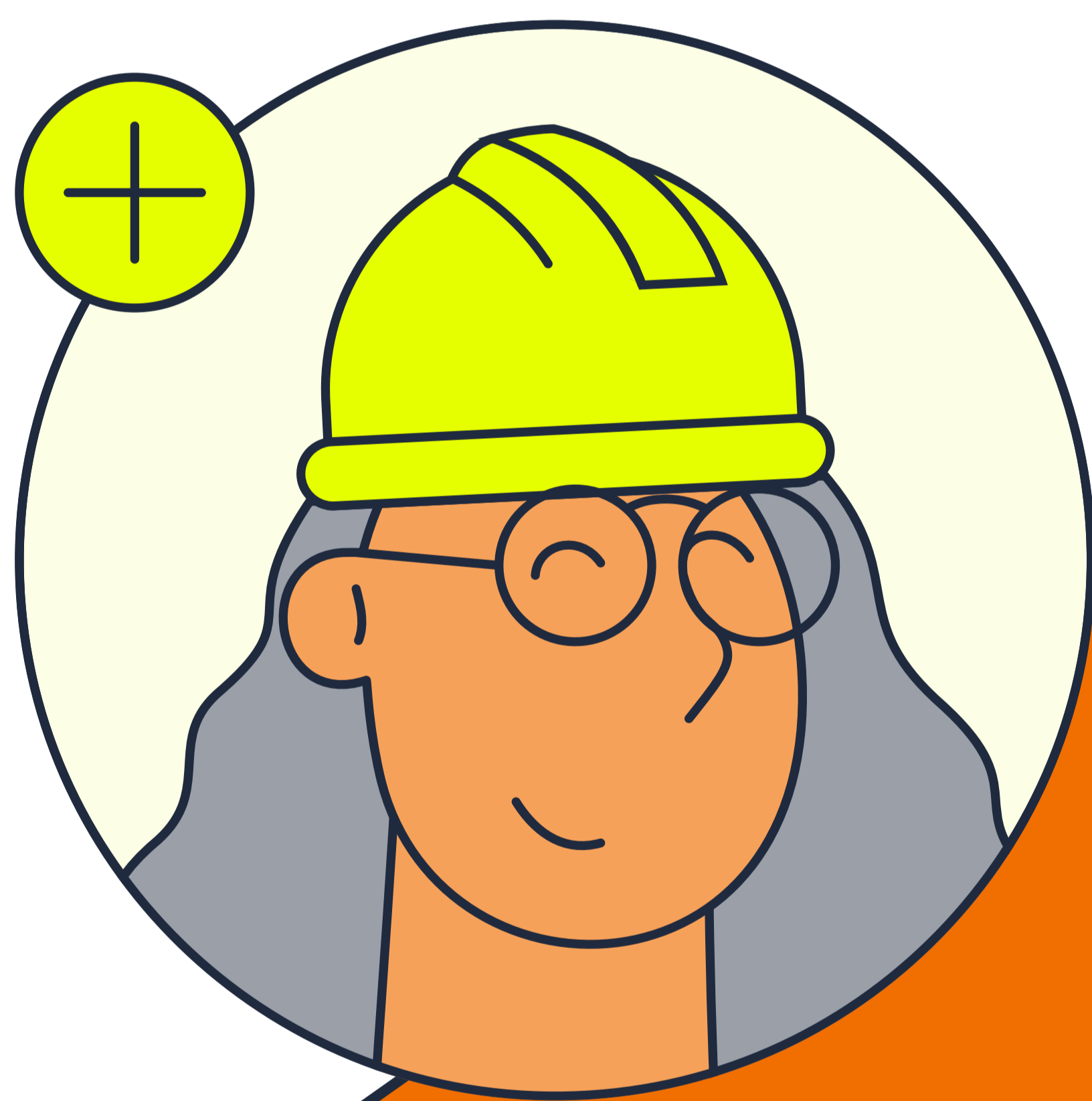
We have hints and tips on how to create a great hipages experience.

Posting your job

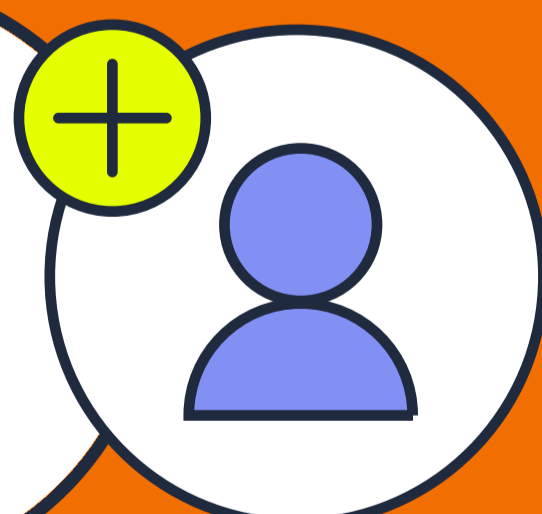
You post a job



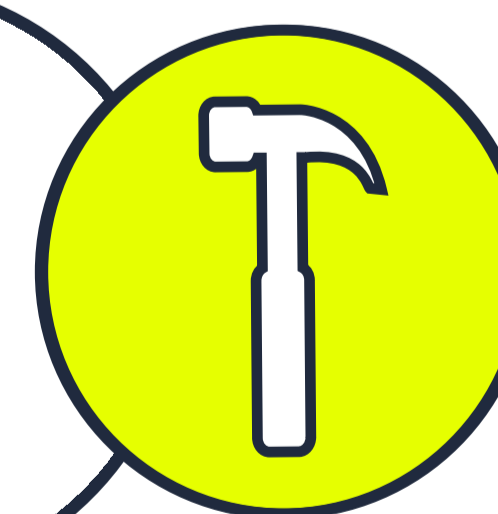
We send your job to tradies



Tradies who are ready to work and want your job will contact you.



Jobs are sorted by category and location.



Communication with tradies

Tradies will communicate with you by phone, sms, in-app or email.



Connecting you with tradies

Tradie connections

Up to three tradies can accept your job and immediately receive your details to connect.



Tradie waitlist

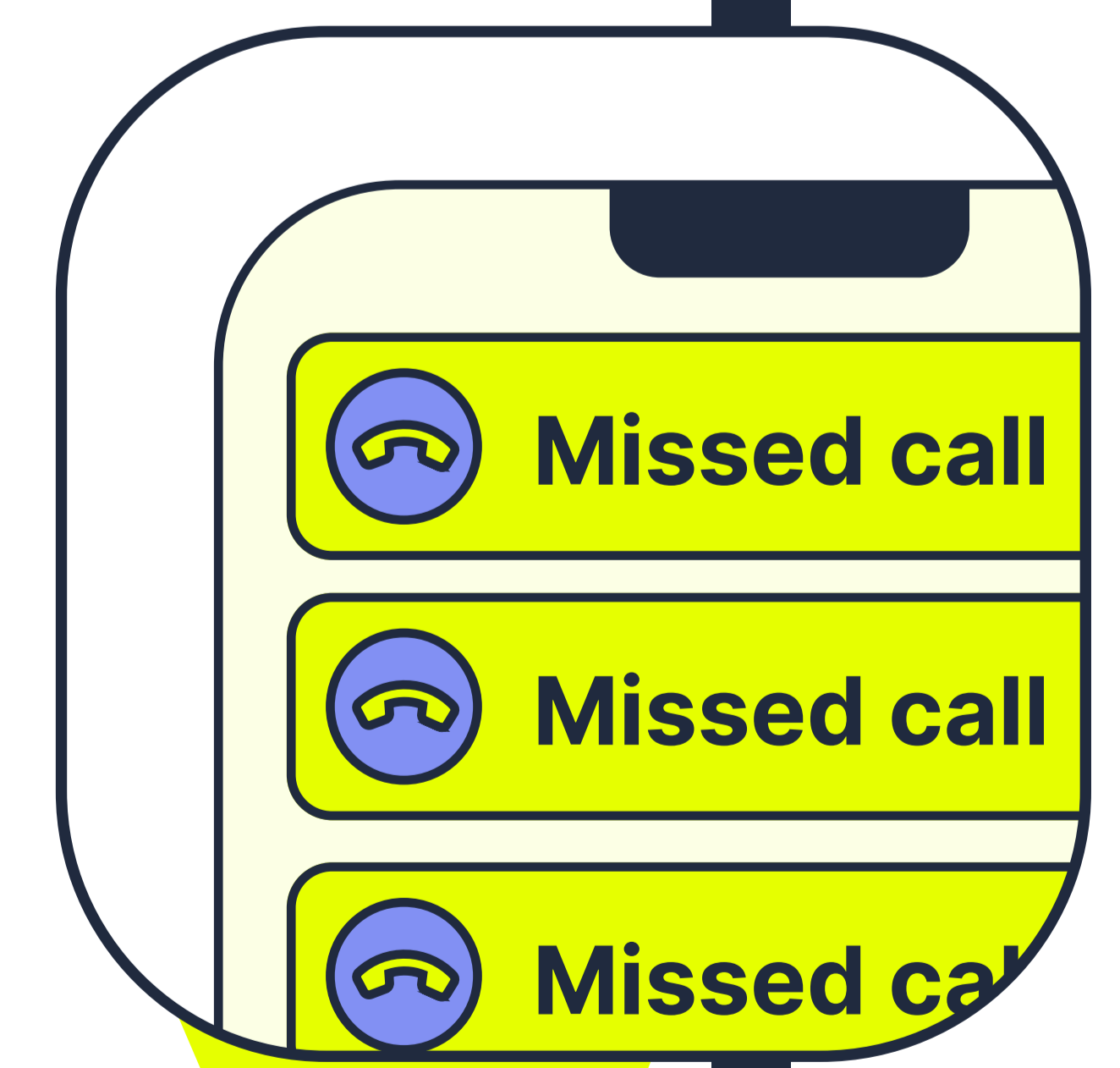
Other tradies may also like your job and they can be added to a waitlist. If you request to be connected with tradies on the waitlist, we will provide your details to them too.



Why did no tradies respond to my job?

Sometimes we are unable to connect you to tradies. If this happens, we will let you know and provide you with details of some tradies you can contact directly.

No connection can occur for many reasons - tradies were unsure about your job, there aren't many tradies who do that kind of work in your area, tradies are fully booked or they are too busy with other things to connect.



Tradie checks

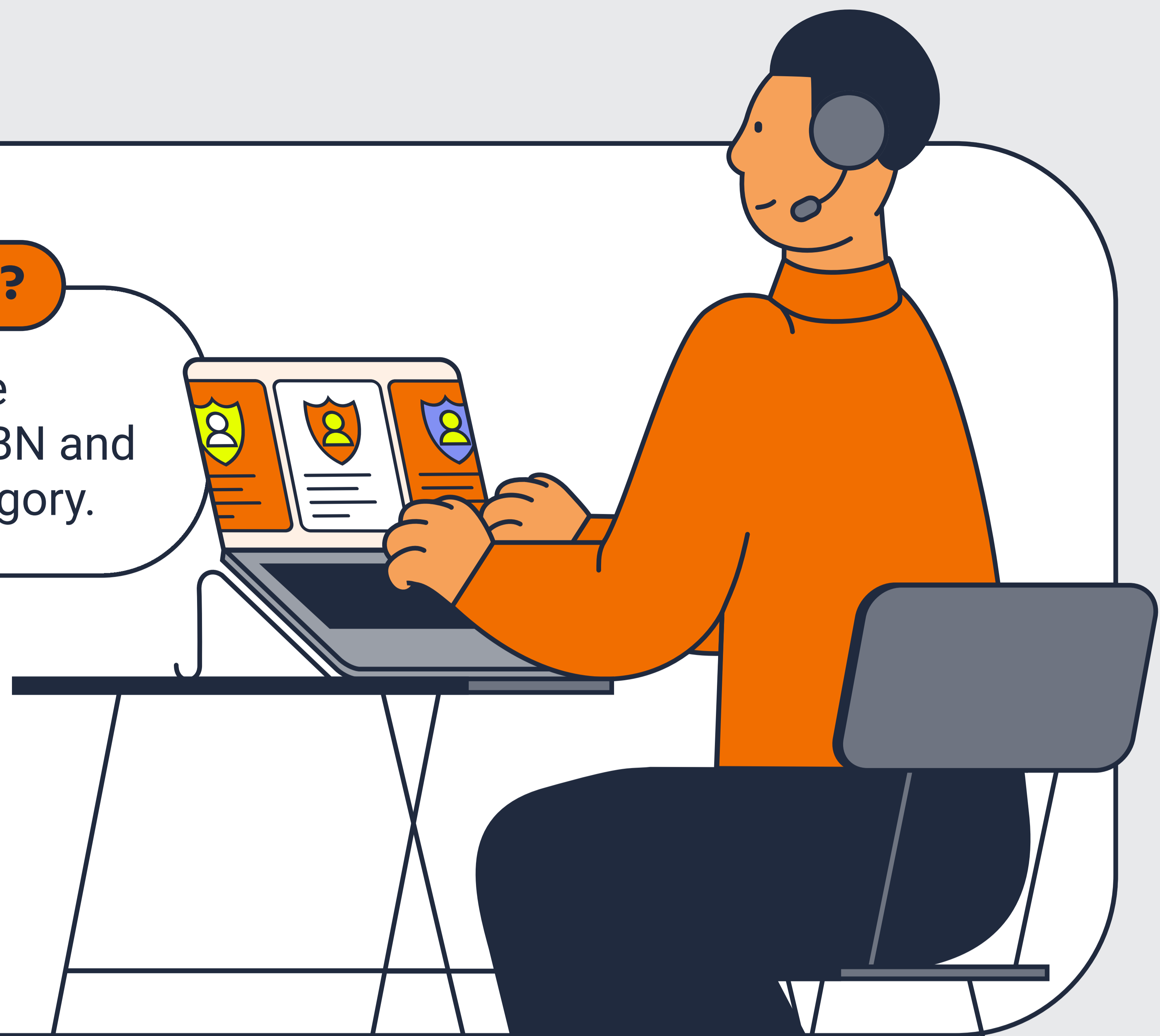
How does hipages check tradies?



When a tradie joins our platform, we take reasonable steps to check the tradie's ABN and any trade licences required for their category.



We also run daily checks of our tradies against the ABN register and CreditorWatch™.



Do I need to do any checks on tradies?

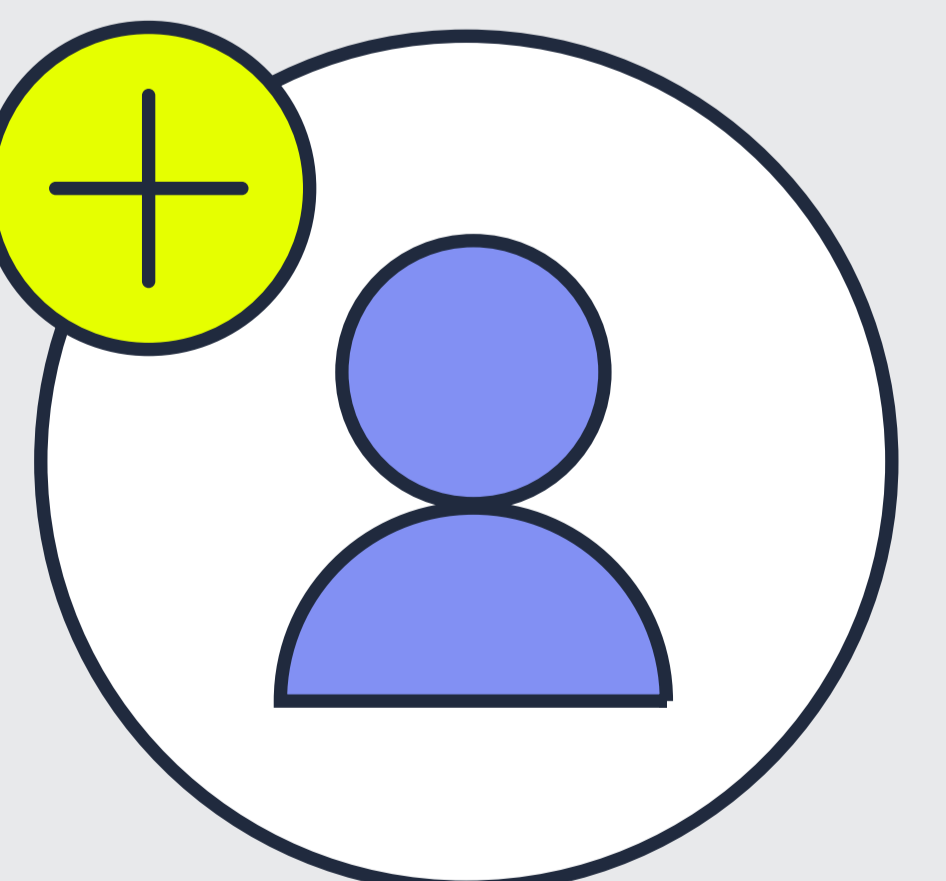
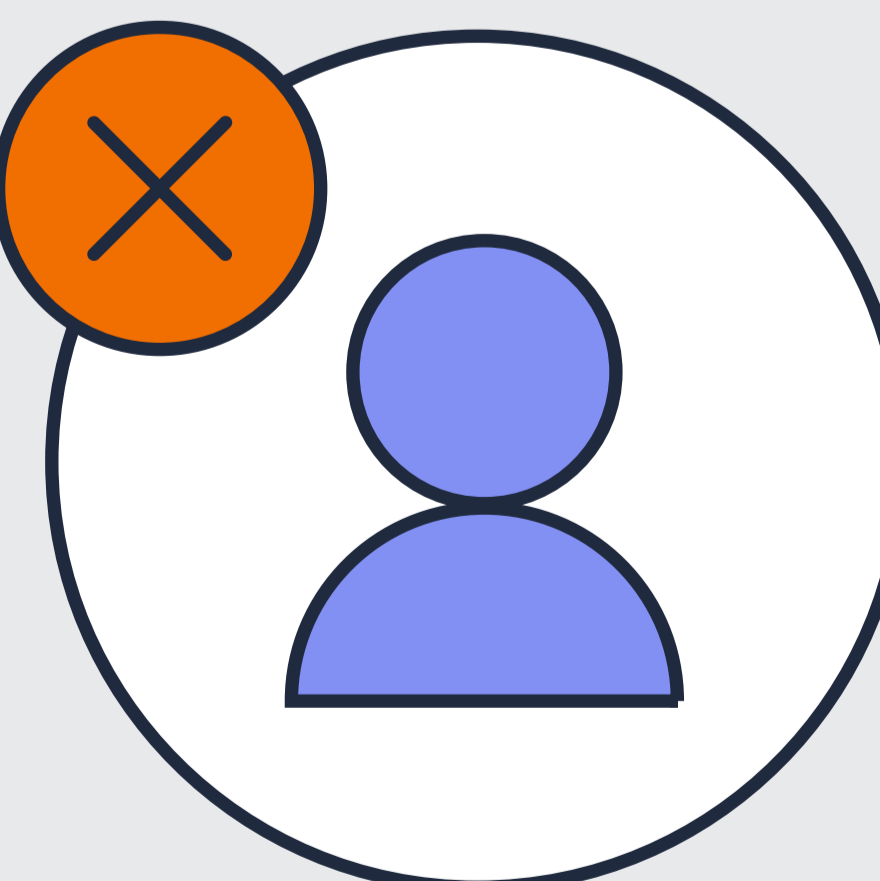
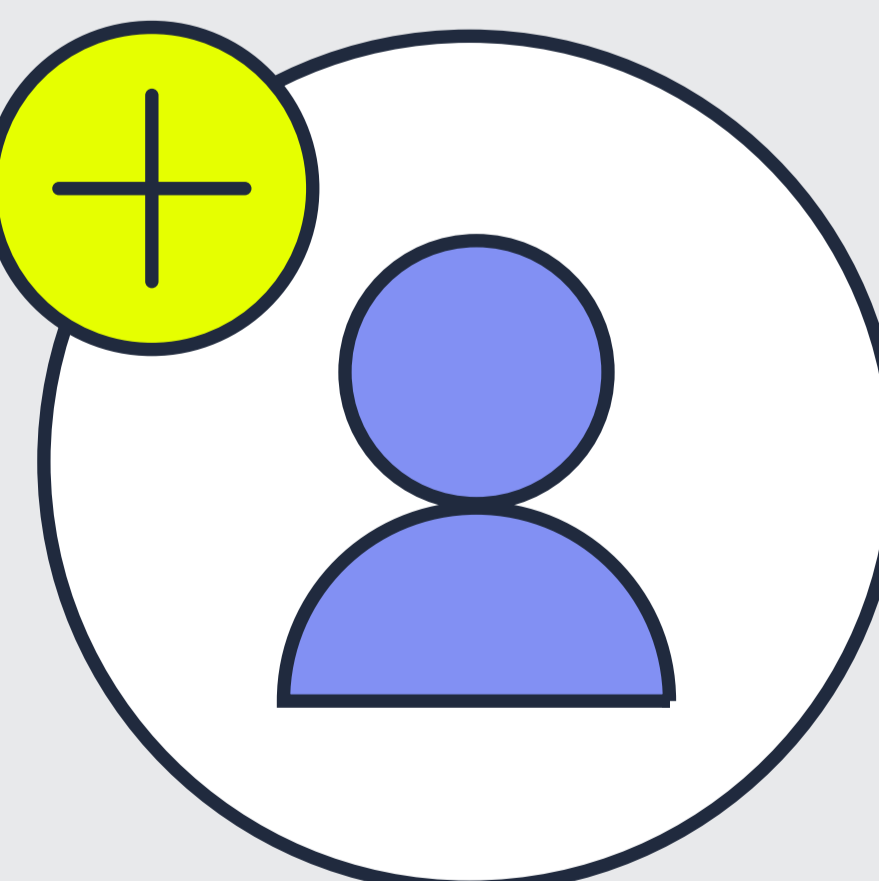
Yes!



We don't know the exact nature of your job. You need to make sure the tradie has the right skills, experience and qualifications to do your job.

We take action

We take action against tradies who receive repeated negative feedback or if we become aware they are doing unlicensed work, including banning these tradies from our platform.



We have hints and tips on how to create a great hipages experience.

Hints and tips



When posting

Be clear and honest when describing your job.

Add as many details as possible, including photos and measurements.

When you are connected with tradies

1 Keep your phone handy

Keep your phone on you as tradies will typically try to connect within 10 minutes of your post.

2 Check profile

Check out the tradie's hipages profile including their star rating, their gallery and their credentials.

6 Mark your tradie as hired

Mark your tradie as "hired" to stop other tradies from continuing to connect with you.

3 Check licences

Check the tradie's licence including that the name of the person you're speaking to matches the licence, any licence conditions and the expiry date. If the tradie doesn't have a licence, be sure that they don't need one or that your job is under the monetary threshold for unlicensed work in your State or Territory.

5 Rules about deposits

Don't pay in full in advance. Every State and Territory has rules about how much a tradie can request as a deposit.

4 Ask about insurances

Ask the tradie about relevant insurances.



Misunderstandings, disputes and other questions

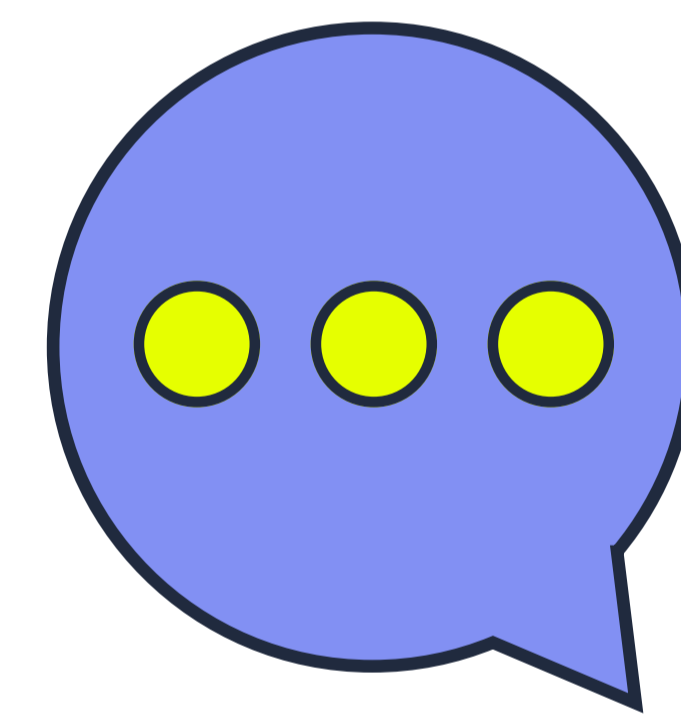
Misunderstandings and disputes happen

Although we are not part of the contract between you and your tradie, we care about the connections we make.



Our Trust & Quality team is here to help

hipages Trust & Quality team can help to solve an issue. We try to act reasonably and impartially, and this includes allowing the tradie an opportunity to remedy their work.



We will communicate with you and the tradie. But if we can't solve the issue, we'll provide you with the details of a regulatory body or tribunal to contact.



If you need help, you can contact us by email or in-app on the details linked [here](#).

If you would like to give us a compliment or make a complaint, you can do so [here](#).

Ratings and feedback

Star ratings



See our [Feedback Guidelines](#).

Positive recommendations / Total (positive + negative recommendations) \approx Tradie's rating

$$9 / (9 + 1) \approx 4.5 \text{ stars}$$

then the tradie will have a 4.5 star rating

A tradie's star rating represents the proportion of hired connections where the tradie received a recommendation. We only show a star rating for a tradie after the tradie has received feedback from at least 3 hired connections.

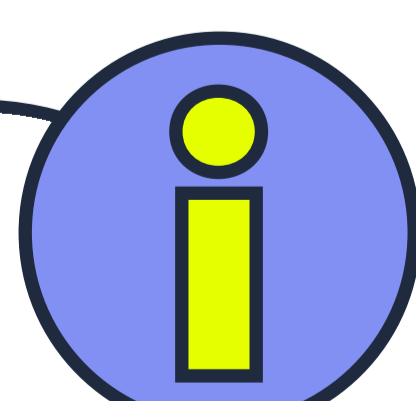
If you do not recommend a hired tradie, and this feedback is shared with them, it will impact the tradie's star rating.

Positive recommendations

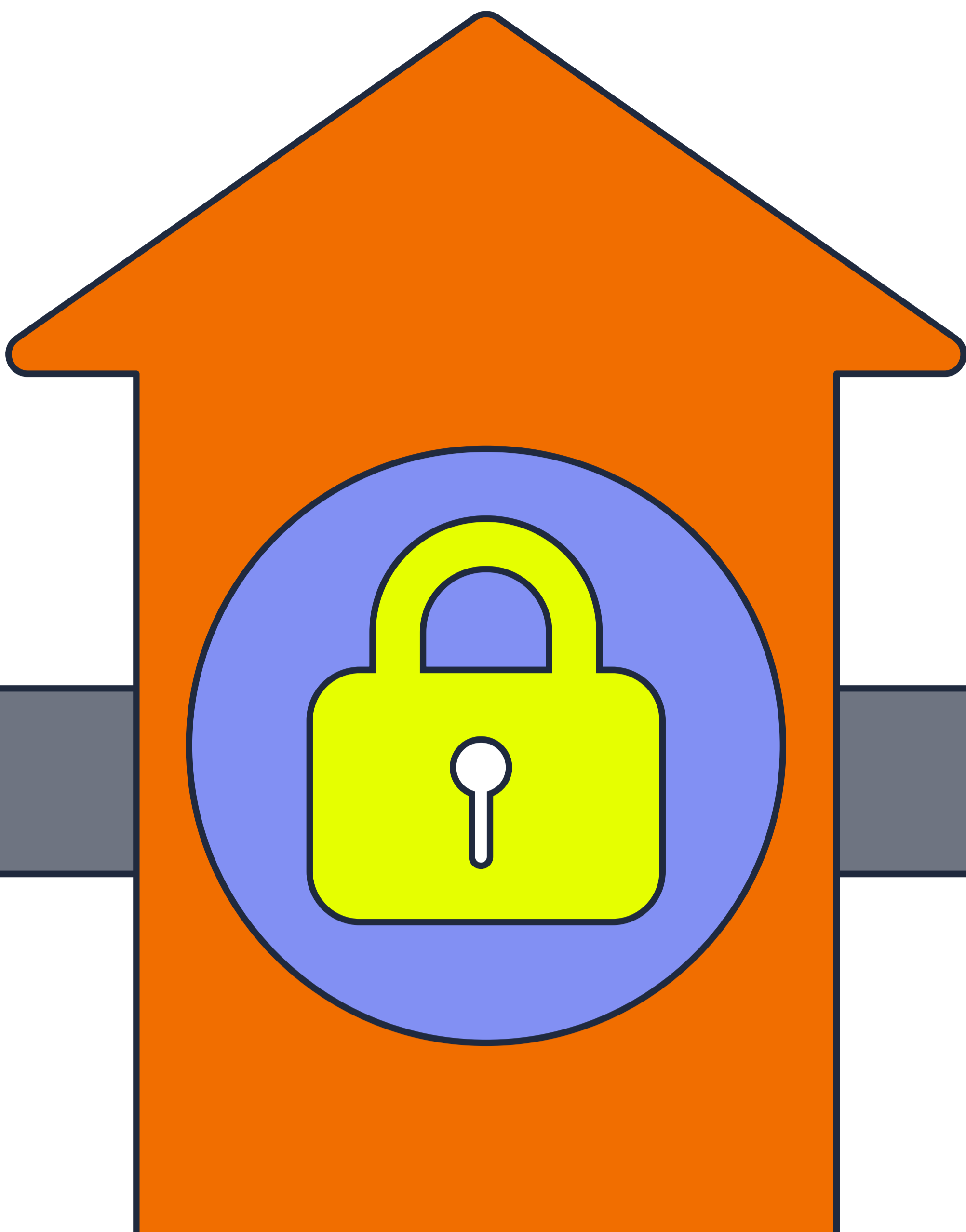
We show positive recommendations on a tradie's profile.

If you have negative feedback on a tradie from a hired connection and you want us to share it with them, we will.

But we are different to a review site and we do not publish negative feedback.



Platform content and protection

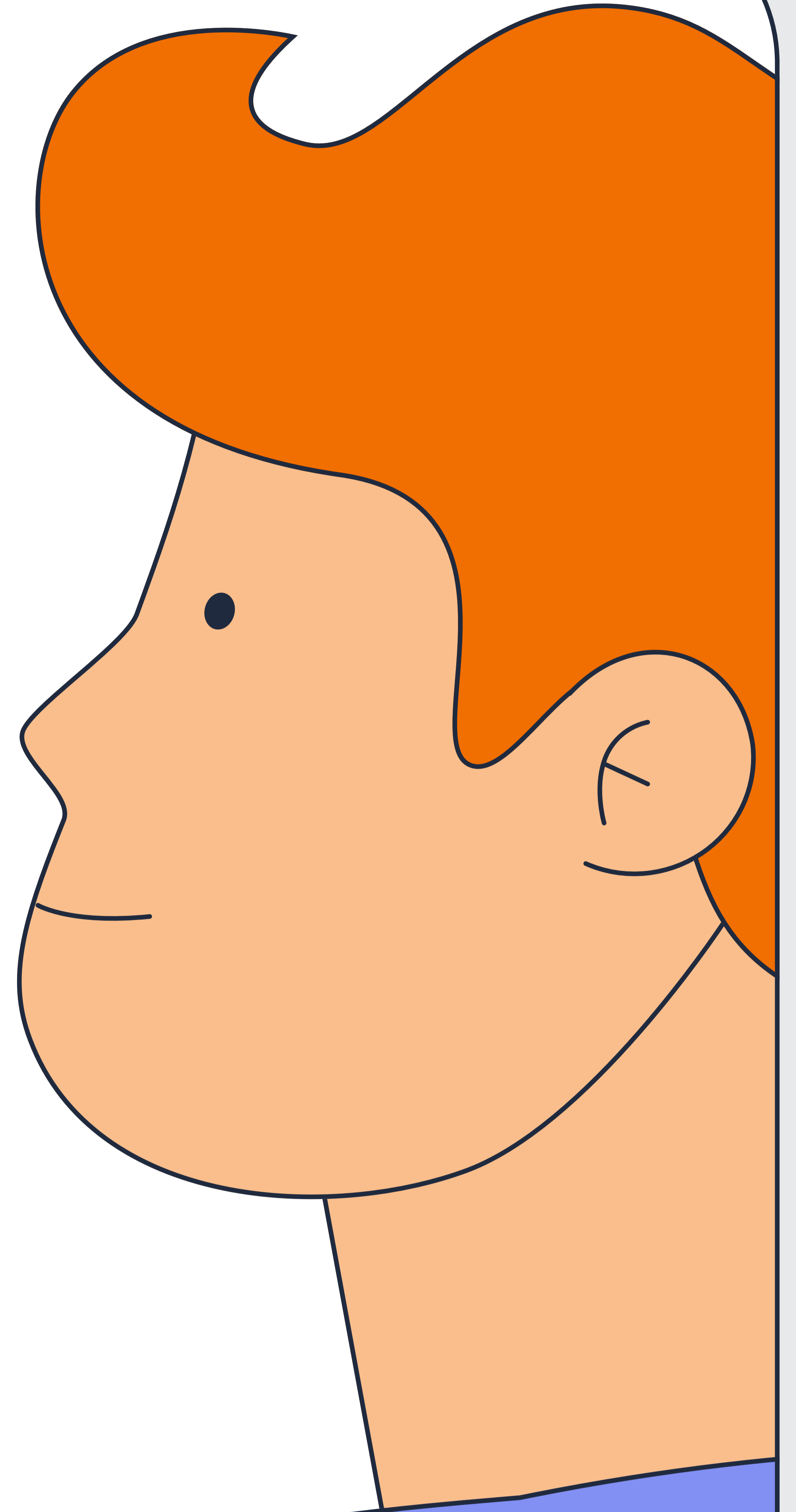


Our Intellectual Property

We own all copyright in the hipages platform including anything you publish or upload. You can't commercialise our content and you can't help someone do this.

Protecting our platform

You must not mine data from the hipages platform. Don't overload our infrastructure or tamper with the operation of the hipages platform. Do not upload trojans or viruses.



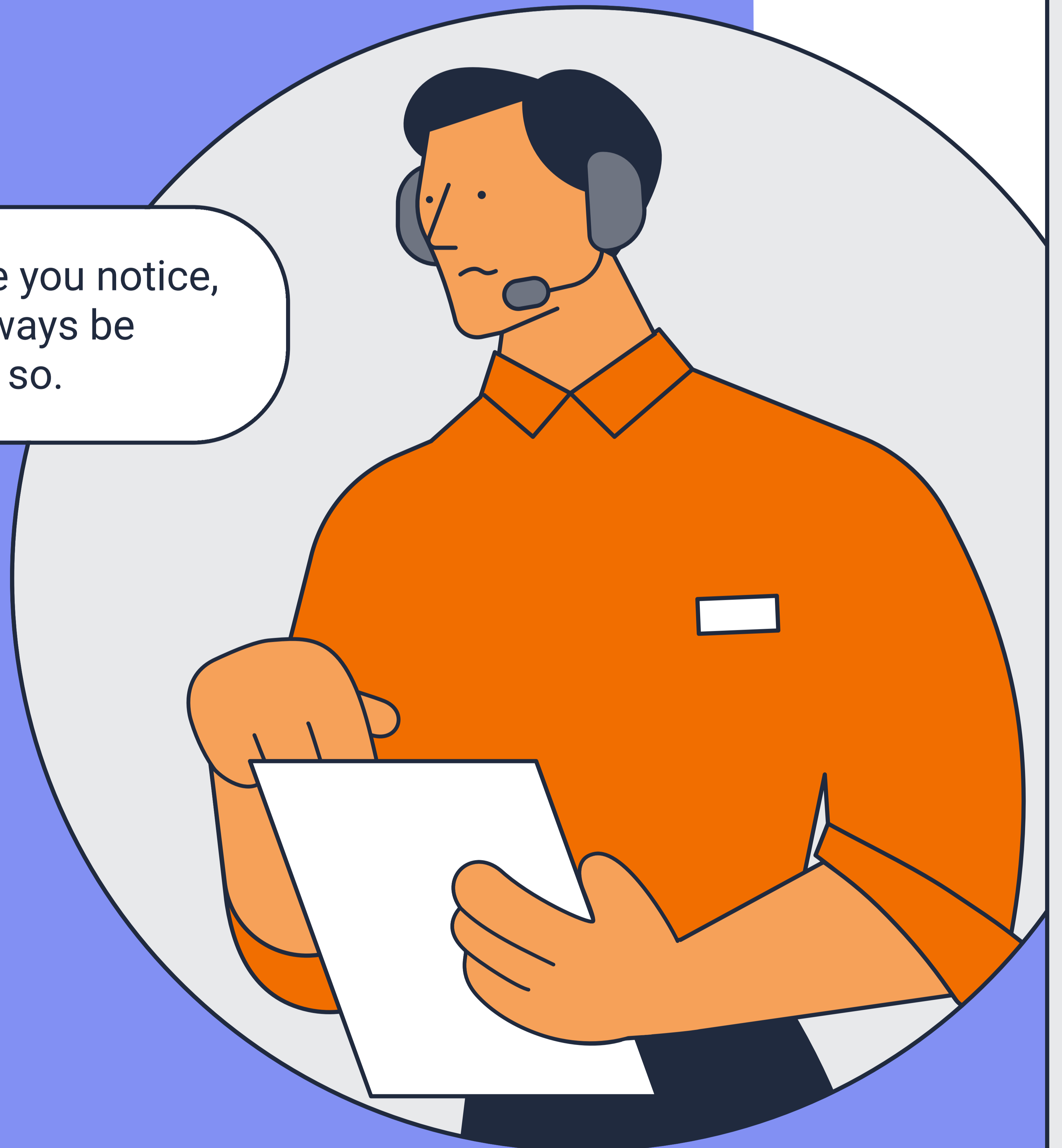
Account suspension and/or cancellation

Why can't I access the hipages platform?

We may suspend you or stop you or others from using the hipages platform. We will usually only do this:

- If we think it's necessary to protect others, our reputation or the integrity of our platform
- If you breach our terms or break the law
- If your account has been hacked
- If we stop operating the platform

We will try to give you notice, but it may not always be reasonable to do so.



hipages' limitation of liability

Consumer guarantees

You are entitled to certain guarantees under Australian Consumer Law including that our platform services are provided with due care and skill, will be reasonably fit for purpose and will be provided within a reasonable time.



Our platform services relate to connecting you with tradies. But our services do not include the work performed by your chosen tradie.

Our limitation of liability

Our liability for any loss or damage suffered by you when using the hipages service is limited to re-providing our platform services or paying for the platform services to be re-provided.

We will not be liable for indirect, incidental or consequential damage or loss arising from your use or inability to use the hipages platform.

Other important stuff

Entire agreement

These visual terms set out the terms of use for the hipages platform and app. Anything previously discussed about our platform and app has no effect and is replaced by these terms.

Changes to these terms

We may need to change these terms from time to time, if this happens, we will let you know at least 30 days before we make the change.

Exclusive programs

If you are using the hipages platform through one of our Exclusive Programs, specific terms for that program may also apply.

Other terms incorporated by reference



These terms also incorporate by reference our [Privacy Policy](#) and [Feedback Guidelines](#).



Download on the
App Store

GET IT ON
Google Play

Let's connect you with tradies!



How did we do? [Click here](#) to share your thoughts and help us continue to improve.

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