

Zipline North Bay – Terms of Service

1. What Zipline Does

Zipline is a service coordination company. We arrange same-day services by independent local professionals. Zipline does not perform the physical work.

2. Independent Contractors

All services are performed by independent contractors, not employees of Zipline. Contractors are responsible for their own work, tools, insurance, and conduct.

3. Pricing & Payment

Pricing includes:

- the provider's service cost
- a Zipline coordination fee reflecting urgency and same-day availability

Payment is due upon completion unless otherwise agreed.

4. Same-Day Guarantee

If Zipline accepts your request, we guarantee a same-day service attempt. If service cannot be completed, Zipline will refund its coordination fee.

5. Liability

Zipline is not responsible for:

- property damage caused by providers
- personal injury
- workmanship defects

Any such claims remain the responsibility of the service provider. Zipline will assist in facilitating communication where reasonable.

6. Scope Changes

Any changes to the agreed scope must be approved by Zipline. Unauthorized work may not be covered.

7. Limitation of Liability

Zipline's liability is limited to the amount of its coordination fee. Zipline is not liable for indirect or consequential damages.

By using Zipline, you agree to these terms.