

GetMyTradie Terms and Conditions

Effective date: 4 July 2026 | www.getmytradie.com.au

1. Who We Are

GetMyTradie ("GetMyTradie", "we", "us", "our") is operated by Frans Jindo, ABN 76 447 439 128, trading as GetMyTradie, a sole trader based in Victoria, Australia. GetMyTradie is accessible at www.getmytradie.com.au (the "Platform").

These Terms and Conditions ("Terms") govern your access to and use of the Platform, whether you are a customer seeking trade services ("Customer") or a tradesperson or trade business offering services ("Tradie"). By creating an account, browsing listings, or otherwise using the Platform, you agree to be bound by these Terms. If you do not agree, you must not use the Platform.

2. What GetMyTradie Is (and Is Not)

GetMyTradie is an online marketplace that connects Customers with Tradies. Our role is limited to facilitating that introduction and, where applicable, processing the Tradie's subscription payment to us.

GetMyTradie is not a party to any agreement, quote, job, or contract formed between a Customer and a Tradie. We do not employ, engage, supervise, or control any Tradie. We do not inspect, supervise, or guarantee the quality, safety, legality, timeliness, or outcome of any work performed. Any agreement for trade services is strictly between the Customer and the Tradie.

We do not process, hold, or take any share of payment for jobs performed. All payment for trade work is arranged directly and privately between the Customer and the Tradie, entirely outside the Platform. GetMyTradie has no visibility of, and no responsibility for, those payments.

3. Eligibility and Account Registration

You must be at least 18 years old and capable of forming a legally binding contract in Australia to use the Platform.

You must provide accurate, current, and complete information when creating an account, and keep that information up to date. You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account.

By checking the confirmation box at sign-up, you confirm that all business details you provide are accurate and that you are authorised to represent the business you are registering.

4. Tradie Verification

Tradies must provide a valid Australian Business Number (ABN) at sign-up. We verify this ABN against the Australian Business Register (ABR) to confirm it is active and to retrieve the registered business name, which is shown back to the Tradie for confirmation.

We may also require verification of a business phone number by one-time code (SMS), and may request further supporting information at our discretion.

ABN verification confirms that a business is registered and active. It does not verify the Tradie's trade licence, insurance, qualifications, or the quality of their work. Customers should independently request to see a Tradie's licence, insurance, and any relevant qualifications before engaging them for a job.

We reserve the right to approve, reject, suspend, or request further information from any Tradie application at our sole discretion, and to remove any listing at any time, including in response to reports from other users.

5. Subscription Fees and Payment

Tradies pay a subscription fee to list and appear on the Platform. Subscription payments are processed securely through Stripe. GetMyTradie does not store your full payment card details.

Subscriptions may be cancelled by the Tradie at any time through their account settings. Upon cancellation, the Tradie's profile remains active and visible until the end of the current paid billing period, after which it is suspended and removed from search results.

Fees already paid for the current billing period are non-refundable, including where a Tradie cancels partway through that period. We do not offer pro-rata refunds for unused time.

We may change subscription pricing from time to time. Where a price change applies to an existing subscriber, we will provide reasonable notice before the new price takes effect on their next billing cycle.

6. Conduct on the Platform

You must not use the Platform to:

- Provide false, misleading, or impersonated business or identity information.
- Circumvent, disable, or interfere with any verification, security, or reporting feature.
- Harass, threaten, defame, or discriminate against any other user.
- Post content that is unlawful, fraudulent, or infringes another person's rights.
- Use the Platform for any purpose other than genuinely seeking or offering trade services.

We may suspend or terminate any account, without notice, where we reasonably believe these Terms have been breached. Where a Tradie account is terminated for a Terms breach, no refund of subscription fees will be provided.

7. Reports and Content Removal

Customers and Tradies may report a listing they believe is fraudulent, impersonated, or otherwise breaches these Terms. We may temporarily hide a listing pending review where it receives multiple reports, and will make a final decision on removal or reinstatement at our discretion.

8. Disclaimers and Limitation of Liability

To the maximum extent permitted by law, GetMyTradie provides the Platform on an "as is" and "as available" basis, without warranties of any kind, express or implied, including as to the accuracy, completeness, or reliability of any listing, review, or user content.

To the maximum extent permitted by law, GetMyTradie excludes all liability for any loss or damage, however arising (including but not limited to property damage, personal injury, financial loss, or loss of data), arising from or connected with: (a) any work performed or not performed by a Tradie; (b) any dispute between a Customer and a Tradie; (c) any payment made directly between a Customer and a Tradie; or (d) any conduct of a user of the Platform.

Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy that cannot lawfully be excluded under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)). Where our liability cannot be excluded but can be limited, our liability is limited, at our option, to resupplying the Platform service or paying the cost of having it resupplied.

You agree to indemnify GetMyTradie against any claim, loss, damage, or expense arising from your breach of these Terms, your use of the Platform, or work you perform or receive as a result of a connection made through the Platform.

9. Dispute Resolution Between Users

GetMyTradie is not responsible for resolving disputes between Customers and Tradies regarding the quality, cost, timing, or outcome of work performed. Users are encouraged to resolve such disputes directly. Where relevant, disputes about defective or unsatisfactory trade work may be raised with Consumer Affairs Victoria or the relevant state or territory fair trading body, or through small claims proceedings, depending on the value and nature of the dispute.

10. Intellectual Property

All content on the Platform, including the GetMyTradie name, logo, design, and software, is owned by or licensed to us and may not be copied, reproduced, or used without our prior written permission. You retain ownership of content you upload (such as your business profile description or photos) but grant us a licence to display it on the Platform for the purpose of operating the service.

11. Suspension and Termination

We may suspend or terminate your access to the Platform at any time, with or without notice, for any breach of these Terms, suspected fraudulent or impersonating conduct, or where we reasonably believe it is necessary to protect the integrity of the Platform or other users.

You may close your account at any time by contacting us at support@getmytradie.com.au.

12. Changes to These Terms

We may update these Terms from time to time. Where changes are material, we will provide reasonable notice, such as an email or in-app notification, before the changes take effect. Continued use of the Platform after changes take effect constitutes acceptance of the updated Terms.

13. Governing Law

These Terms are governed by the laws of the State of Victoria, Australia. You submit to the exclusive jurisdiction of the courts of Victoria and any courts entitled to hear appeals from those courts.

14. Contact Us

If you have any questions about these Terms, please contact us at support@getmytradie.com.au.