

At **TRUST.CY**, we believe that exceptional service, fairness, and professionalism are the cornerstones of every home and business. TRUST.CY is a curated professional network—not an open directory. Every service provider listed on our platform has been recommended by customers (verbally or in writing), reviewed, and bound by this Service Charter.

CORE PRINCIPLES OF TRUST.CY SERVICE PROVIDERS

- 1 Punctuality & Clear Communication:** Arrive at agreed-upon appointment times and proactively notify the customer in advance in the event of any unforeseen delay.
- 2 Transparent Pricing:** Provide a clear, upfront cost estimate or quota before starting work, with no hidden fees or unexpected post-service charges.
- 3 Professional Workmanship:** Perform all requested services to high technical and craftsmanship standards, using appropriate materials and maintaining a clean, safe workspace.
- 4 Accountability & Integrity:** Take full responsibility for work performed, offering prompt, courteous, and fair resolutions if issues, defects, or misunderstandings arise.
- 5 Invoicing & Receipts:** Issue lawful tax receipts and invoices for all completed services, hardware, and payments as required by Cyprus law.
- 6 Respectful Service:** Treat every customer with courtesy, patience, equality, and professional respect at all times.
- 7 Exclusive Member Benefits:** Honor all advertised discounts, rates, and special offers provided to registered TRUST.CY customers presenting a valid voucher.

Quality Control Notice: TRUST.CY continuously monitors customer feedback and satisfaction. Any service provider who fails to adhere to these core principles is subject to immediate review, suspension, or permanent removal from the platform.

DISCLAIMER & LIMITATION OF LIABILITY

- Platform Role:** TRUST.CY operates strictly as an intermediary platform displaying selected service providers who have accepted our Service Charter and who have been recommended by previous customers.
- No Guarantee or Endorsement:** TRUST.CY does not warrant, guarantee, or assume legal responsibility for the quality, safety, legality, skill, or ultimate outcome of any work or service provided by listed professionals.
- Independent Engagement:** Any agreement, quote, work order, or transaction entered into between a customer and a service provider is strictly between those two independent parties. TRUST.CY is not a party to any contract or engagement.
- Limitation of Liability:** TRUST.CY, its owners, operators, and affiliates shall not be liable for any direct, indirect, incidental, consequential, or punitive damages, losses, delays, expenses, or disputes arising out of or in connection with the engagement of any service provider listed on the platform. Customers engage service providers at their own discretion and sole risk.