Unified No.: **7030694488** Tel: **0544027180** Email: **info@kashf.com.sa**
Web: **kashf.com.sa**

Service Provider (Partner) Agreement — Execution of customer requests via the Platform

Agreement No.: Review copy · Text version: 1 · Text hash: bb6058806293527c...

Parties

First Party (Platform)

Name: **Al-Azl Al-Haseen Contracting Est.**
CR: **1010824507 — Unified 7030694488**
VAT No.: **310323715600003**
Address:

Second Party (Service Provider)

Legal name: **(your establishment legal name)**
Trade name: **(trade name)**
CR: **(س.ت)**
VAT No.: **—**

Clauses

Preamble

This agreement was executed electronically under No. (issued at signing) on 2026-11-10 between:

First Party: Al-Azl Al-Haseen Contracting Est. (the “Kashf” platform), CR No. 1010824507, VAT No. 310323715600003, national address: , website https://kashf.com.sa — hereinafter the “Platform”.

Second Party: (your establishment legal name) (trade name: (trade name)), CR No. (س.ت), Unified No. —, VAT No. not registered, address: —, mobile 05XXXXXXXX, email —, represented for signature by (authorized signatory) — hereinafter the “Service Provider”.

Whereas the Platform receives customer requests and bookings for water-leak detection, insulation, pest control and related services and issues unified official documents to customers through its electronic system; and whereas the Service Provider is a licensed, independent establishment operating in these fields and wishes to receive and execute customer requests through the Platform under its policies; the parties, having full legal capacity, agree as follows:

Clause 1 — Definitions

Unless the context requires otherwise: “Platform” means the First Party, its website, apps, admin panels and all related electronic systems. “Service Provider (Partner)” means the Second Party, an independent establishment executing customer requests assigned to it. “Customer” means any natural or legal person requesting a service via the Platform or for whom a booking is made through it. “Request” means a service request or booking registered in the Platform’s system under a unique reference, including its specifications. “Request Specifications” means the technical description, scope, execution standards and warranty period of each request, whether set manually by the Platform team (custom) or generated automatically from the service type and Platform settings (automatic). “Platform Policies” means the terms of use, privacy policy, cancellation and refund policy, warranty terms, service standards and any policy published on https://kashf.com.sa or notified to the Service Provider via its portal, as updated from time to time. “Official Documents” means inspection reports, warranty certificates, tax invoices, receipt vouchers, quotations, contracts, letters of authorization and any document issued by the Platform to a customer regarding a request. “Service Provider Portal” means the Service Provider’s account on the Platform. “SLA” means the time limits in Annex (2).

Unified No.: **7030694488** Tel: **0544027180** Email: **info@kashf.com.sa**
Web: **kashf.com.sa**

Clause 2 — Subject and scope

1. The Platform allows the Service Provider to receive customer requests and bookings assigned to it through its portal within its approved services (—) and approved geographic scope (—), according to each request's specifications and the Platform Policies.

2. This agreement creates no obligation on the Platform to assign any minimum volume, nor any exclusivity for the Service Provider in any area or service.

3. The Platform may modify or restrict the approved services or geographic scope by notice via the portal.

4. Every request is executed under the Service Provider's full responsibility, in its own name and as an independent establishment; the Platform's role is limited to electronic intermediation, request organization and document issuance under this agreement.

Clause 3 — Independent contractor status

1. The Service Provider is an independent establishment acting for its own account; this agreement creates no employment, agency, statutory partnership or joint venture, and the Saudi Labor Law does not apply between the parties.

2. The Service Provider alone bears full responsibility for its workers, technicians and contractors (wages, GOSI, medical insurance, residency and work permits, occupational safety, work injuries); the Platform owes them nothing.

3. The Service Provider shall pay all zakat, taxes and statutory fees due from it, including VAT on its share where registered.

4. The Service Provider may not contract, commit or make any undertaking in the Platform's name or on its behalf.

Clause 4 — Qualification, licences and documents

1. The Service Provider confirms that the commercial registration, licences and certificates submitted at application are true and valid, and that its licensed activity covers the approved services.

2. It shall keep its CR, licences and certificates valid (including VAT registration where applicable, pest-control licences from the competent authority when providing pest control, and any licence required for insulation or leak-detection activities) and upload updated copies to the portal before expiry.

3. Expired or incorrect documents are sufficient cause to suspend assignment immediately without notice and may lead to termination under Clause 17.

4. It shall notify the Platform within five business days of any change in its legal data, ownership or legal form, or any regulatory or judicial action affecting its ability to perform.

Clause 5 — Assignment and acceptance of requests

1. Requests are assigned to the Service Provider via its portal, either manually by the Platform team or automatically by city, service, capacity and rating criteria where the Platform enables this.

2. The Service Provider shall accept or decline within the acceptance window in Annex (2) (4 hours unless the request states otherwise); no response within the window is deemed a decline and the Platform may reassign.

3. By accepting, the Service Provider undertakes to fully execute the request per its specifications and schedule; it may not withdraw after acceptance except for force majeure with immediate notice.

4. It shall update the request status promptly in the portal (contacted, scheduled, in progress, completed) and record execution notes and photos when requested.

Al-Azl Al-Haseen Contracting Est. · Review copy · Al-Azl Al-Haseen Contracting Est. · Review copy · Al-Azl Al-Haseen Contracting Est. · Review copy · Al-Azl Al-Haseen Contracting Est. · Review copy · Al-Azl Al-Haseen Contracting Est. · Review copy · Al-Azl Al-Haseen Contracting Est. · Review copy ·

Unified No.: **7030694488** Tel: **0544027180** Email: **info@kashf.com.sa**
Web: **kashf.com.sa**

5. Platform system records (assignment, acceptance and update times, IP addresses) are evidence between the parties unless rebutted by written proof.

Clause 6 — Execution standards and Platform Policies

1. The Service Provider confirms it has reviewed and accepts in advance all Platform Policies (terms of use, privacy, cancellation and refund, warranty terms, service standards, document policy), shall comply with them and their updates in every assigned request, and they form an integral part of this agreement.

2. It shall execute works with qualified technicians and with equipment and materials compliant with Saudi standards, the Saudi Building Code, the instructions of competent authorities and the technical standards in the Request Specifications.

3. It shall keep agreed appointments, act professionally, and have its technicians present identification and the Platform-issued visit card or visit code where applicable.

4. It shall adhere to the prices approved in the Request Specifications or the quotation issued via the Platform and shall not claim additional amounts or collect payments outside Platform channels unless authorized in writing.

5. It shall comply with the published cancellation and refund policy and bears refunds resulting from its breach.

6. It shall not make unverifiable or misleading claims to customers, give structural judgments without a licensed engineer, or interfere with electrical or water networks beyond the request's scope.

Clause 7 — Official documents and the service-provider clause

1. Official Documents are issued to customers exclusively from the Platform's system in unified form with a serial number, verification code and electronic fingerprint; the Service Provider shall not issue any report, warranty certificate, invoice or document to a customer regarding an assigned request outside the Platform.

2. The Service Provider agrees that every Official Document issued to a customer whose request it executed will automatically carry a footer clause stating its details from this agreement (legal or trade name, CR, agreement number and date) and identifying it as the executing party responsible for execution and warranty (Annex 3), and that this clause may be invoked against it before the customer and any authority.

3. It shall supply the Platform with all accurate technical data needed to issue documents (inspection results, work description, materials, measurements, photos) and is responsible for their accuracy; such data is retained in the request record so the Platform and customer can see who executed the service, the dates and what was done at any time.

4. The Platform may retain copies of all documents, correspondence and photos related to requests for at least ten years per applicable regulations.

Clause 8 — Warranty certificates and post-execution obligations

1. The Service Provider acknowledges and agrees in advance that every warranty certificate issued by the Platform to a customer whose request it executed binds it fully as to term, scope and conditions, per the warranty terms published on the site and accepted at contracting and per each request's specifications (custom or automatic), whether or not it signed the certificate.

2. During the warranty period it shall remedy any covered defect at its full cost (materials, labour, travel) within the Annex (2) time limits from notification via the portal or any other means.

3. If it fails to honour a warranty obligation within the time limit, the Platform may — without prejudice to compensation — remedy the defect itself or through others and recover the full cost plus 15% administrative expenses from the Service Provider, deduct it from any amounts due, or compensate the customer and recover from it.

Unified No.: **7030694488** Tel: **0544027180** Email: **info@kashf.com.sa**
Web: **kashf.com.sa**

4. Warranty obligations survive expiry or termination of this agreement for any reason until each issued certificate expires.

Clause 9 — Full legal liability and indemnity

1. The Service Provider alone bears full legal liability — civil, criminal and regulatory — toward customers whose requests it executes and toward third parties for everything arising from its execution, negligence, delay, breach or the acts of its workers and contractors, including property damage, bodily injury, financial loss and consequential failures.

2. It shall fully and promptly indemnify the Platform, its owners, managers and employees, and pay all awarded or agreed compensation, refunds, fines, court costs, legal fees and administrative expenses arising from any claim, complaint or action by a customer, government authority or third party due to a service it executed or should have executed, and undertakes to join any such proceedings when the Platform so requests.

3. To protect its reputation and customers, the Platform may settle any customer complaint by compensation or refund under its policies; amounts so paid become an immediately due debt of the Service Provider upon notice and may be deducted from any dues or guarantees.

4. The Platform bears no liability for the Service Provider's works; the appearance of the Platform's details on Official Documents or their issuance by it shall not be construed as guaranteeing or being jointly liable for execution.

5. The obligations of this clause survive expiry or termination.

Clause 10 — Safety and insurance

1. The Service Provider shall apply occupational health and safety requirements on site, stop any work endangering persons or property, and prioritize electrical and water safety in incidents and emergencies.

2. It shall obtain and maintain adequate insurance throughout the term (third-party liability, work injuries and equipment where applicable) and provide proof on request; insurance, or its absence, shall not limit or reduce its liability.

3. It shall use only authorized chemicals and insulation materials per safe-use guidance and competent-authority instructions, and hand the customer the necessary post-execution instructions.

Clause 11 — No subcontracting or assignment

1. The Service Provider shall not subcontract any request or part of it, nor refer the request or customer data to any other party, without the Platform's prior written consent for each case; it remains fully liable for anyone it engages.

2. It may not assign this agreement or any of its rights or obligations to others.

3. The Platform may assign or transfer the agreement to any successor or affiliate upon notice to the Service Provider.

Clause 12 — Personal data protection and confidentiality

1. Customer data reaching the Service Provider via the portal (name, mobile, address, location, photos, request details) is personal data under the Personal Data Protection Law and its regulations; the Platform is the controller and the Service Provider acts as processor solely to execute the request.

2. It shall not use customer data for any other purpose (marketing, contact outside the request, building databases), nor copy, share or store it beyond what execution requires; it shall destroy what it holds after request closure or on the Platform's request, and apply data minimization.

3. It shall apply adequate organizational and technical safeguards and notify the Platform immediately and without delay (in all cases within 24 hours) of any breach, leak or unauthorized access.

REVIEW COPY — UNSIGNED

Unified No.: **7030694488** Tel: **0544027180** Email: **info@kashf.com.sa**
Web: **kashf.com.sa**

4. All commercial, operational, technical, pricing, workflow and request information of the Platform is confidential and may not be disclosed during the term and for five years thereafter.

5. Photography at customer sites is limited to what the report and execution require; no customer or home photos or data may be published anywhere without written consent of the customer and the Platform.

Clause 13 — Non-solicitation and non-circumvention

1. During the term and for twelve months thereafter, the Service Provider shall not contact Platform customers whose data it received through it to offer direct services or divert their current or future requests outside the Platform, nor quote or offer to them outside it.

2. Executing any service for a Platform customer outside the Platform, or collecting payment from them outside its channels, is a material breach justifying immediate termination, with liquidated damages equal to the service value or SAR 10,000 per case, whichever is higher, without prejudice to recovery of greater damages.

3. It shall not solicit the Platform’s employees or technicians during the term and for one year thereafter.

Clause 14 — Trademark and identity

1. This agreement grants no right to use the Platform’s name, marks, logos, identity or content except as the Platform specifies in writing; the Service Provider may only state it is an “approved service provider via Kashf” in the form approved by the Platform.

2. It shall not create websites, accounts, ads or business profiles on Google Maps or elsewhere in the Platform’s name or implying it is the Platform, nor use its documents or designs outside the system.

3. Works are performed under the Service Provider’s own name and identity; its technicians may not be presented as Platform employees.

Clause 15 — Consideration: subscription and commission

1. For every request the Platform assigns to the Service Provider and that is completed, a pre-agreed commission is due to the Platform of: not set yet; in addition to any subscription plan (plan not set).

2. The rate is captured on the request when it is assigned; any change takes effect only after the Service Provider electronically signs the amendment (an updated agreement with the new terms) and applies only to requests assigned after that signature. Until a rate is set no commission is due and all other provisions remain in force.

3. The commission is calculated on the job amount before VAT unless stated otherwise above; refunds borne by the Service Provider reduce the job amount and the commission. Customer payments are collected per the request mechanism and dues are settled monthly by a statement issued from the Platform system: where the Platform sells, it pays the Service Provider the net after commission; where the Service Provider sells, the Platform issues a tax invoice for the commission. The statement is deemed correct unless disputed in writing within seven days.

4. VAT applies to all consideration due to the Platform where the Platform is registered, and the Platform issues its tax invoices electronically; a registered Service Provider shall issue its own tax invoice for its supply to the Platform.

5. The Platform may set off any amounts due to it or to customers against any dues of the Service Provider, and transfers dues to the IBAN registered in the Service Provider's name after matching it with the bank letter.

Clause 16 — Rating and suspension

1. The Platform maintains an internal rating system based on punctuality, execution quality, customer complaints, acceptance rate and warranty compliance; the rating affects assignment priority.

Unified No.: **7030694488** Tel: **0544027180** Email: **info@kashf.com.sa**
Web: **kashf.com.sa**

2. The Platform may suspend assignment temporarily, without prior notice, upon a serious complaint, expiry of a statutory document, delay in responding to a warranty obligation, or suspected breach, pending verification.

3. No compensation is due for suspension periods or non-assignment.

Clause 17 — Term and termination

1. This agreement is effective from its electronic signature by both parties for one calendar year, renewing automatically for similar periods unless either party notifies the other of non-renewal thirty days before expiry.

2. Either party may terminate at any time without cause by thirty days' written notice, provided the Service Provider completes requests accepted before notice.

3. The Platform may terminate immediately by written notice upon: material breach of Clauses 6, 7, 8, 9, 11, 12, 13 or 14; submission of incorrect data or documents; expiry of the CR or licence without renewal; repeated serious customer complaints; cessation of activity, liquidation or bankruptcy; or any conduct harming the Platform's reputation.

4. Upon termination for any reason: the portal account is closed; the Service Provider shall complete or hand over ongoing requests as the Platform directs, destroy customer data it holds and settle all dues; warranty, liability, indemnity, confidentiality and non-solicitation obligations survive for their stated periods.

Clause 18 — Electronic signature and evidentiary value

1. The parties acknowledge that this agreement is drawn up and signed electronically under the Electronic Transactions Law and its regulations, that the electronic signature and resulting records have the same evidentiary value as handwritten signatures and paper documents, and that neither may deny its validity or effect for being electronic.

2. The Service Provider's electronic signature consists of: a one-time code (OTP) sent to the authorized representative's mobile 05XXXXXXXX and successfully entered, typing the full name, confirming consent and drawing the signature, with the signing time, IP address, browser data and SHA-256 fingerprint of the agreement text (version 1) recorded in the Platform's log and in the signed PDF, together with a QR code to a public verification page that discloses no private data.

3. The signatory confirms being legally authorized to sign for the Service Provider and that the mobile number used is theirs and under their control; the Service Provider is responsible for any use of it.

4. Each new version of the agreement text approved by the Platform requires the Service Provider to re-sign before receiving new requests; existing requests remain governed by the version under which they were accepted.

5. The Platform approves the agreement by signature or digital seal of its authorized representative; additional verification means (such as "Nafath") may be made available when activated.

Clause 19 — Notices

Notices are valid and effective when sent via the Service Provider portal, to its email —, or by SMS or WhatsApp to its mobile 05XXXXXXXX registered in the agreement, or to the Platform's email info@kashf.com.sa and national address; each party shall update its details immediately upon change. Electronic notices are deemed received on the day sent.

Clause 20 — Governing law and disputes

1. This agreement is governed by and construed under the laws of the Kingdom of Saudi Arabia.

2. The parties shall seek amicable settlement within thirty days of written notice of a dispute.

3. Failing settlement, the competent courts in Riyadh have jurisdiction; the parties may, by later written agreement, refer the dispute to arbitration under the Saudi Arbitration Law at the Saudi Center for Commercial Arbitration, seated in Riyadh, in Arabic.

REVIEW COPY · UNSIGNED

Unified No.: **7030694488** Tel: **0544027180** Email: **info@kashf.com.sa** Web: **kashf.com.sa**

4. The foregoing does not prejudice the Platform's right to seek precautionary or urgent relief before any competent authority to protect its customers, data or rights.

Clause 21 — General provisions

1. This agreement, its annexes and the Platform Policies constitute the entire agreement and supersede any prior agreement or understanding on its subject.

2. If any clause is held invalid, the remaining clauses remain valid, and the invalid clause is replaced by one closest to the parties' intent under the law.

3. No waiver or delay in exercising any right is deemed a future waiver.

4. This agreement is drawn up in Arabic; any translation is for reference only, and the Arabic text prevails in case of conflict.

5. Clauses that by nature survive (warranty, liability and indemnity, confidentiality and data, non-solicitation, dispute resolution) remain in force after expiry.

6. Notice: the Platform adopted this text after internal review and recommends each party consult its legal counsel before signing.

Annexes

Annex (1) — Request specifications

Each assigned request has a specification sheet shown in the portal before acceptance, covering: service type and scope, location and schedule, technical requirements (equipment, materials, reference standards), warranty term and scope, approved price and payment mechanism, and any customer-specific conditions. Specifications may be (a) custom, drafted manually by the Platform team for that request, or (b) automatic, generated from the service type and standard Platform settings. By accepting, the Service Provider is fully bound by them, and the warranty certificate issued to the customer derives from these specifications and binds it under Clause 8.

Annex (2) — Service levels (SLA)

- Accept/decline: within 4 hours of assignment (emergency requests: within 30 minutes).
- First contact with customer: within 2 hours of acceptance during business hours.
- Punctuality: attend at the agreed time; any delay beyond 60 minutes must be notified in advance to the customer and Platform.
- Status updates: upon each change and in all cases the same business day.
- Report data and photos to the Platform: within 24 hours of the visit.
- Warranty claim response: contact the customer within 24 hours and remedy within 5 business days (emergencies causing ongoing damage: within 24 hours).
- Replies to Platform complaint inquiries: within one business day.

The Platform may amend these limits by portal notice; limits stated in a specific request's specifications prevail.

Annex (3) — Clause printed on customer documents

The following text, or wording approved by the Platform to the same effect, is automatically printed in small type at the foot of every Official Document issued to a customer whose request the Service Provider executed, away from the main content:

Unified No.: **7030694488** Tel: **0544027180** Email: **info@kashf.com.sa** Web: **kashf.com.sa**

"The works covered by this document were executed by the approved service provider: (trade name) — CR (س.ت) — partner agreement No. (issued at signing) dated 2026-11-10; the service provider bears full responsibility for execution and warranty under Kashf's terms and the partnership agreement."

The Service Provider confirms its acceptance of this text and that it may be invoked against it.

Annex (4) — Signatory declaration

I, (authorized signatory), as the authorized signatory for (your establishment legal name), confirm that I have read this agreement in full with all its clauses, annexes and the Platform Policies referenced in it; that I understand the Service Provider bears full legal liability toward customers and for warranty certificates issued to them and for compensating any damage or loss; that documents issued to customers will carry its details; that my electronic signature here is as binding as a handwritten one; and that I sign freely and with full capacity.

Electronic signature & certification

First Party (Platform): Al-Azl Al-Haseen Contracting Est.

مكان الختم

Pending Platform certification after provider signature

Second Party (Service Provider): (your establishment legal name)

Electronic signature

Review copy before applying — creates no obligation

Electronic authentication record (Electronic Transactions Law)

Agreement text SHA-256: bb6058806293527c71a78371a763298f9f3916a35a557942dba6dbcd1955c217
· Nafath verification: not enabled

Notice: this text was prepared with care in light of the relevant Saudi regulations; both parties are advised to consult licensed legal counsel before relying on it. The Arabic text prevails.