

Terms and Conditions – ServisKu Platform

Last Updated: [1st April 2026]

1. Introduction

These Terms and Conditions ("Terms") govern your access to and use of the ServisKu platform, including the website and mobile applications (collectively, the "Platform"), operated by Aptech Systems ("we", "our", "us").

By accessing or using the Platform, you agree to be bound by these Terms. If you do not agree, you must not use the Platform.

2. Nature of Platform

ServisKu is a digital platform that connects customers with independent service providers.

We do not:

- Provide any services listed on the Platform
- Employ or represent service providers
- Guarantee service quality, availability, or outcomes

All service providers are independent third parties.

3. User Accounts

To access certain features, you may be required to create an account.

You agree to:

- Provide accurate and complete information
 - Maintain the confidentiality of your account
 - Be responsible for all activities under your account
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4. User Responsibilities

By using the Platform, you agree to:

- Use the Platform for lawful purposes only
- Not misuse, disrupt, or interfere with the Platform
- Communicate respectfully with other users

- Not submit false, misleading, or fraudulent information
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5. Service Provider Responsibilities

Service providers agree to:

- Provide accurate business and service information
- Maintain valid business registration where applicable (e.g., SSM)
- Ensure certifications (e.g., SKM, JPK) are valid
- Deliver services professionally and lawfully

Service providers are solely responsible for their services and interactions with customers.

6. Listings and Content

Users are responsible for all content uploaded to the Platform, including:

- Service descriptions
- Portfolio images
- Certifications and credentials

We reserve the right to remove or modify content at our discretion.

7. External Communication

Users may communicate via external platforms such as WhatsApp.

All communications and agreements made outside the Platform are solely between users. We are not responsible for such interactions.

8. Payments

ServisKu does not process or control payments between customers and service providers.

For service providers, subscription or platform fees may apply.

Payments, where applicable, are processed through third-party providers such as Razorpay.

We are not responsible for:

- Payment transactions between users
- Pricing agreements

- Refunds or disputes
 - Payment processing errors
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9. No Guarantee of Results

We do not guarantee:

- Availability of services
 - Number of customer leads
 - Business success or revenue
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10. Limitation of Liability

To the fullest extent permitted by law, Aptech Systems shall not be liable for:

- Any loss, damage, or disputes arising from use of the Platform
- Any interactions between users
- Any direct, indirect, incidental, or consequential damages

Use of the Platform is at your own risk.

11. Indemnification

You agree to indemnify and hold harmless Aptech Systems from any claims, damages, losses, or legal actions arising from:

- Your use of the Platform
 - Your services or content
 - Your violation of these Terms
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12. Account Suspension and Termination

We reserve the right to:

- Suspend or terminate any account
- Remove content or listings
- Restrict access to the Platform

This may be done at our discretion without prior notice.

13. Intellectual Property

All rights to the Platform, including design, features, and content, are owned by Aptech Systems.

You may not copy, reproduce, or distribute any part of the Platform without permission.

14. Privacy

Your use of the Platform is also governed by our Privacy Policy.

15. Changes to Terms

We may update these Terms at any time.

Continued use of the Platform after updates constitutes acceptance of the revised Terms.

16. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of Malaysia.

17. Contact Information

Aptech Systems

Email: contact@servisku.co

Location: Sungai Petani, Kedah, Malaysia

18. Acceptance

By using the ServisKu Platform, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.