

Terms of Service

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These Terms govern your use of GetJabb. They apply to requesters, workers and anyone else who uses the platform. Please read them together with our [Privacy Policy](#), [Refund, Cancellation & Dispute Policy](#) and [Acceptable Use Policy](#).

Company and legal operator

GetJabb is owned and operated by YESGUDARSTOR TECHNOLOGIES LTD, a company registered in Nigeria with RC Number 9564764 and Tax Identification Number 2622470708073, with its registered address at 10 Eric Moore Road, Surulere, Lagos, Nigeria. Official contact: info@getjabb.com.

1. Your agreement with GetJabb

By creating an account, accepting the current policy version or continuing to use GetJabb after a notified update takes effect, you agree to these Terms. New registrations and future re-acceptances may be recorded with the policy version, date, source, IP address and device/browser information used for the acceptance.

You must be at least 18, able to enter a binding contract and provide accurate account information.

2. What GetJabb does

GetJabb is a technology marketplace that helps requesters find independent workers. Unless we clearly state otherwise for a specific service, GetJabb does not perform the underlying task and is not the worker's employer. The requester and selected worker agree the task scope, price and delivery between themselves, subject to the platform rules and payment protections described here.

Workers are responsible for the quality, safety and lawfulness of their work, their tools and helpers, and any licence or professional qualification legally required for a service. Requesters remain responsible for describing the task, site conditions, access, hazards and desired outcome accurately.

3. Accounts, identity and skill status

- Keep your credentials and one-time codes private and notify us promptly of unauthorised access.
- We may require phone, email, identity, selfie, bank-account or other proportionate checks.
- Identity verification confirms information about an account holder; it is not a guarantee of honesty, safety, competence or future conduct.
- Skill proof is a separate, service-specific trust signal. Unless GetJabb expressly labels a skill as approved, submitted or pending proof must not be treated as professional certification.
- We may restrict or close accounts that are unsafe, fraudulent, duplicate or materially inaccurate.

4. Posting, offering and completing tasks

A requester posts a task, budget, location and timing. Workers may accept the budget or make an offer where that feature is available. No worker is selected until the requester chooses one and completes any required labour checkout. Keep negotiation, quotations and material changes in GetJabb so both parties have a record.

Do not begin work that is unsafe or materially different from the posted scope. Use the in-app change, cancellation or dispute process instead. A worker must not mark a task complete before the agreed work is actually complete, and a requester must not unreasonably withhold completion confirmation for properly delivered work.

5. Labour payments and platform fees

- GetJabb currently uses PayScrow for the protected labour-task flow. The requester funds the selected task through the hosted checkout and the worker is paid according to the completion, release and dispute process.
- GetJabb does not operate a general-purpose wallet or bank account for users and does not store full card details.
- The checkout should show the task amount, GetJabb fee and applicable payment-provider charge before payment. Provider fees may be non-refundable where the provider has already processed the transaction.
- Do not pay labour off-platform for a worker introduced through GetJabb. Off-platform payments are not covered by GetJabb's task records or dispute process.

6. Inspections and materials

Some skilled tasks need an on-site inspection before the final materials requirement is known. A worker may provide an estimate before inspection and a locked, itemised quotation afterwards. An estimate is not a final price. The requester may compare eligible workers and may choose another worker after a properly completed inspection, but an earned inspection fee remains payable under the disclosed inspection rules.

After approving a locked quotation, the requester may choose an available purchase method:

- buy and provide the materials;
- pay an identified supplier directly; or
- where the controlled pilot is available, fund an eligible verified worker through a separate Paystack materials transaction.

The controlled pilot is separate from the PayScrow labour payment. GetJabb's commission on the materials principal is currently 0%; disclosed Paystack or bank charges may still apply. A pilot payment is capped, subject to worker eligibility, available reserve, one outstanding materials payment per worker, successful reconciliation and an active feature switch. If immediate transfer is unavailable, the app must say so before the requester funds and give the expected settlement timing. The requester owns materials purchased with the requester's money, subject to any lawful supplier return terms.

Quotation, purchase and delivery evidence may be retained for 90 days after submission, then deleted unless a dispute, fraud review, legal hold or law requires longer retention. Materials disputes follow the [Refund, Cancellation & Dispute Policy](#).

7. Cancellations, refunds and disputes

Outcomes depend on the task stage, who cancelled and the available evidence. The exact rules—including pre-arrival refunds, after-arrival allocations, identity mismatch and false-dispute outcomes—are set out in the [Refund, Cancellation & Dispute Policy](#). Where a dispute is open, funds may remain held while evidence is reviewed.

8. Safety and acceptable use

Use reasonable judgement before meeting another user or allowing access to a home, vehicle or workplace. Secure valuables, disclose relevant hazards, use emergency services for immediate danger and report safety concerns to GetJabb. Verification and ratings reduce uncertainty but cannot remove all risk.

You must not use GetJabb for illegal, deceptive, abusive, discriminatory or dangerous activity; evade platform protections; manipulate reviews; misuse personal data; introduce malware; impersonate others; or interfere with the service. See the [Acceptable Use Policy](#).

9. Reviews, messages and uploaded content

Keep reviews factual and based on a real task. You retain ownership of content you upload, but grant GetJabb a non-exclusive licence to store, process and display it as needed to operate, secure and improve the platform. Do not upload content you lack the right to use, secrets, payment credentials or unnecessary identity data.

10. Platform availability and responsibility

We aim to keep GetJabb available and secure, but networks, banks, payment providers, map services and mobile devices can fail. We do not guarantee uninterrupted service, a particular worker, a particular price, or the outcome of an independent worker's task. Nothing in these Terms excludes liability or consumer rights that Nigerian law does not permit us to exclude.

11. Suspension and termination

We may investigate, limit or suspend an account to protect users, comply with law, respond to a payment or safety issue, or enforce these Terms. You may request account deletion in the app. Active tasks, disputes, unpaid amounts, fraud reviews and legally required records may need to be resolved or retained.

12. Changes, complaints and governing law

Material policy changes will be dated and versioned. Where required, we will ask you to accept the updated version before continuing. These Terms are intended to be governed by Nigerian law. The final complaint, mediation, court/arbitration, liability and notice wording remains subject to Nigerian legal review before this version is approved for unrestricted publication.

Contact info@getjabb.com for account, service, safety or privacy enquiries. Put the type of request in the email subject so it can be routed correctly.