Terms of Service

Revised October 10, 2026

Please read these Terms carefully. They form a binding agreement between you and Ayudame, LLC. Ayudame provides a marketplace. Helpers, not Ayudame, perform the services requested through the Platform.

These Terms of Service ("Terms") govern access to and use of the Ayudame mobile application, website, communications, and related services (collectively, the "Platform") provided by Ayudame, LLC ("Ayudame," "we," "us," or "our").

By creating an account, selecting an acceptance box, booking or providing a service, or otherwise using the Platform, you agree to these Terms and the Privacy Policy. If you do not agree, do not access or use the Platform.

1. Key definitions

Term	Meaning
Help Seeker	A user who searches for, requests, books, or receives a service through the Platform.
Helper	An independent user who lists, offers, accepts, or performs services through the Platform.
Service	Work offered by a Helper to a Help Seeker, including home and household services, personal assistance and errands, and business and professional services.
Booking	A scheduled or ASAP request for a Service made through the Platform.
User	Any person who accesses or uses the Platform as a Help Seeker, Helper, or both.
User Content	Information, text, images, video, reviews, messages, listings, or other material submitted through the Platform.
Service Profile	A listing within a Helper account for a particular service category, with its own service information, rates, availability, ratings, reviews, and badges.
Local Helper	A self identified Helper designation selected by the Helper. Ayudame does not independently verify or endorse this designation.
Experienced Helper	A self identified Helper designation based on the Helper's good faith assessment of experience or business activity in the applicable service category. Ayudame does not independently verify or endorse this designation.

2. Ayudame's marketplace role

Ayudame operates a technology marketplace that helps Help Seekers find and communicate with independent Helpers. Ayudame does not itself perform the Services offered by Helpers unless a separate written agreement expressly says otherwise.

Helpers choose the Services they offer, set their rates and permitted fees, control their availability, decide whether to accept a Booking, and control the manner and means of performing Services. A Helper is not an employee, agent, partner, joint venturer, or representative of Ayudame merely because the Helper uses the Platform or receives payment through it.

Ayudame may establish generally applicable eligibility, conduct, payment, safety, content, and account rules. Those rules do not make Ayudame the employer or service provider of a Helper.

3. Eligibility and United States use

You must be at least 18 years old, legally able to enter a contract, and located in the United States to create an account or use the Platform. You may use the Platform only in a jurisdiction where the requested or offered Service is lawful.

The Platform is not intended for emergencies. Call 911 or the appropriate emergency service when immediate police, fire, medical, or safety assistance is needed.

4. Accounts and profile information

You must provide accurate, current, and complete information and keep it updated. You are responsible for protecting login credentials and for activity under your account. Notify us promptly at contact@ayudameapp.com if you suspect unauthorized access.

- Helpers must provide a full name, email address, required address, and profile photograph.
- A Helper may maintain multiple Service Profiles under one Helper account. Each Service Profile must accurately describe the particular service category, including the Helper's experience, service description, rates, availability, licenses, credentials, insurance, and other qualifications applicable to that category.
- Ratings, reviews, completed Bookings, and badges may be maintained separately for each Service Profile.
- Help Seekers must provide a full name, email address, and profile photograph.
- Ethnicity and other fields identified as optional are voluntary.
- One person may use an account as both a Helper and a Help Seeker if the applicable profile requirements are completed.
- You may not impersonate another person, create a misleading profile, transfer an account, or create an account for a person who has not authorized you.

Ayudame does not routinely verify a user's profile statements, professional experience, licenses, credentials, insurance, or service quality. Ayudame may require information reasonably necessary for account security, fraud prevention, legal compliance, or payment and payout operations. Stripe may separately collect and authenticate information for payment, payout, and financial compliance purposes. Stripe's process does not verify a Helper's professional qualifications or Service quality.

5. Helper responsibilities

A Helper is solely responsible for deciding whether the Helper is qualified and legally permitted to offer and perform a Service. Each Helper agrees to:

- Provide truthful, current information for each Service Profile, including self reported years of experience, service descriptions, rates, availability, credentials, licenses, insurance, and other qualifications.
- Maintain every license, permit, registration, insurance policy, certification, equipment, and qualification required for the offered Service and location.
- Ensure that every license, permit, registration, certification, insurance policy, and qualification shown on a Service Profile is current and applies to the specific Service offered through that profile.
- If you upload a license, certification, or other credential image, ensure that it is accurate, current, yours to display, and cleared of personal information that is not necessary for public display.
- Perform Services safely, professionally, lawfully, and in accordance with the Booking description.
- Use reasonable care with a Help Seeker's person, property, confidential information, and access credentials.
- Comply with tax, reporting, labor, business, and other legal obligations applicable to an independent service provider.

- Avoid delegating or subcontracting a Booking unless the Help Seeker agrees and the arrangement complies with Platform rules and law.
- Promptly report an accident, safety concern, material property damage, or other serious incident associated with a Booking.

Helpers are not covered by Ayudame's insurance merely because they use the Platform. A Helper should obtain insurance appropriate to the Services offered.

6. Help Seeker responsibilities

A Help Seeker agrees to provide complete and accurate Booking information, disclose material hazards and access conditions, provide a lawful and reasonably safe service environment, be available as reasonably needed, and pay all disclosed charges.

A Help Seeker must not request illegal, dangerous, discriminatory, abusive, or deceptive activity. The Help Seeker is responsible for confirming that a Helper is suitable for the requested Service, especially when the Service may require a professional license, insurance, specialized training, or access to sensitive property or information.

7. Helper designations credentials and profile indicators

The Platform may allow a Helper to select a Local Helper or Experienced Helper designation for each applicable Service Profile. These designations are selected by the Helper based on the Helper's own good faith assessment of experience and business activity. Ayudame does not independently evaluate, verify, certify, approve, or endorse either designation.

Years of experience, service descriptions, licenses, credentials, insurance information, photographs, videos, and similar profile information are supplied by the Helper unless the Platform clearly states otherwise. Uploading a credential or other professional document is optional unless required by law. Ayudame does not independently authenticate the document or guarantee that it is current, complete, or applicable.

Completed Bookings, ratings, reviews, and badges displayed by Ayudame reflect activity recorded through the Platform. Reviews from outside platforms cannot be imported or presented as Ayudame reviews.

A badge based on Platform activity reflects only the criteria described in the Platform. It is not a professional certification or a guarantee of identity, background, character, safety, skill, legality, insurance, or Service quality.

Stripe may collect or authenticate information for payment, payout, fraud prevention, and financial compliance. Stripe's process is separate from Ayudame's profile labels and does not verify professional experience, licenses, credentials, or Service quality.

8. Bookings and performance

8.1 Scheduled and ASAP requests

Help Seekers may submit scheduled or ASAP Booking requests. A Booking is not confirmed until a Helper accepts it and the Platform records confirmation. A Helper may accept or decline a request in the Helper's discretion.

An unanswered ASAP request may be automatically rejected after one hour. A scheduled request that has not been accepted may be automatically rejected one hour before the scheduled start time. A Helper who accepts an ASAP request is expected to perform the Service within 24 hours unless the users agree to a different lawful arrangement through the Platform.

8.2 Booking details

Users must confirm the Service description, time, location, rate, duration, instructions, and any disclosed fee before accepting a Booking. Material changes should be recorded through the Platform. Ayudame may restrict changes that affect payment, safety, or compliance.

8.3 No guarantee

Ayudame does not guarantee that a request will be accepted, that a Helper or Help Seeker will appear, that a Service will be completed, or that the result will meet a user's expectations. Availability, quality, and suitability depend on the participating users.

9. Prices, fees, and payment authorization

A Helper sets the Helper's service price and may set a flat ASAP fee where the Platform permits. Ayudame currently charges:

- A commission to the Helper equal to 15 percent of the applicable completed Booking amount.
- A service fee to the Help Seeker equal to 5 percent of the applicable service price, charged in addition to the service price.
- Any other charge that is clearly disclosed before the user confirms the transaction.

Ayudame may change fees for future transactions by providing notice through the Platform. A change will not retroactively increase the price of a confirmed Booking unless the user agrees or the change is required to correct an error or comply with law.

Payments are processed by Stripe. When a Help Seeker submits a Booking, Ayudame may authorize the payment method. The charge may be captured when a Helper accepts. By providing a payment method, the Help Seeker authorizes Ayudame and Stripe to charge amounts due for Bookings, fees, tips, adjustments, refunds, and other authorized transactions.

10. Payouts, tips, taxes, and records

Helper payouts are made through Stripe Connect after completion and any applicable hold or dispute period. Stripe may require identity, banking, tax, or other compliance information before enabling payouts. Ayudame may delay or withhold a payout when reasonably necessary to investigate fraud, resolve a dispute, address a chargeback, correct an error, comply with law, or protect Platform users.

Tips are voluntary and processed as separate transactions where the feature is available. Each user is responsible for the user's own taxes and for keeping records needed to meet tax obligations. Ayudame may report payments or provide tax forms when required by law.

11. Cancellation and refunds

Unless a different rule is shown before confirmation or required by law, a Help Seeker cancellation is eligible for the following refund based on the time remaining before the scheduled start time:

Term	Meaning
7 days or more	100 percent of amounts paid for the cancelled Booking.
4 days to less than 7 days	75 percent of amounts paid for the cancelled Booking.
2 days to less than 4 days	50 percent of amounts paid for the cancelled Booking.
Less than 2 days	No refund.

If a Helper cancels, the Help Seeker will receive a 100 percent refund of amounts paid for the cancelled Booking. Tips already paid for a completed Service are not part of the cancellation calculation. Ayudame may issue a different refund or credit when required by law, when the Platform displayed a different rule before confirmation, or when Ayudame determines that fraud, safety, duplicate payment, technical error, or another exceptional circumstance justifies an adjustment.

A rescheduling request may be treated as a cancellation and new Booking when the other user does not agree or when the requested change is material.

12. Completion and automatic status changes

Users should promptly mark a Booking complete or report a problem through the Platform. If neither user reports a dispute, the Platform may automatically complete and release payment for a confirmed scheduled Booking seven days after the scheduled date. An eligible ASAP Booking may be automatically completed and paid eight days after the request was created.

Ayudame may adjust an automatic action when records show that the Service was not completed, a timely dispute was submitted, fraud is suspected, or adjustment is required by law. Contact support promptly if an automatic status is incorrect.

13. Disputes between users

A user should first attempt to resolve a service concern through the Platform when safe and appropriate. A user may open a dispute and submit a reason, description, proposed resolution, refund request, notes, and supporting evidence. The other party may be given access to relevant information and an opportunity to respond, accept a proposal, or escalate the dispute.

An unresolved dispute may be automatically escalated after the response period shown in the Platform. Ayudame may review the Platform record, communications, transaction history, and submitted evidence, and may issue refunds, partial refunds, credits, additional authorized charges, payout adjustments, or account restrictions.

Ayudame's decision is final for purposes of Platform administration and payment adjustment, subject to rights that cannot be waived under applicable law. Ayudame is not a court and does not provide legal representation to either user.

14. User communications and notifications

Users may communicate through in app messaging for Booking coordination and support. Ayudame may send email, in app, and push notifications about accounts, Bookings, messages, payments, payouts, disputes, safety, policy changes, and other Platform matters. You may manage optional push notifications through device settings, but you may still receive communications necessary to provide the Platform or comply with law.

You may not use another user's contact information for an unrelated purpose, harassment, marketing, or activity outside a legitimate Booking relationship.

15. User Content

You retain ownership of User Content you submit. You grant Ayudame a worldwide, nonexclusive, royalty free, transferable, and sublicensable license to host, store, reproduce, format, display, distribute, and use that User Content as reasonably necessary to operate, secure, improve, and promote the Platform. This license is subject to the Privacy Policy where User Content contains personal information.

You represent that you own or have permission to submit User Content and that it does not violate law or another person's rights. Ayudame may remove, restrict, preserve, or disclose User Content when reasonably necessary to enforce these Terms, address safety or legal concerns, or comply with law.

Reviews must reflect genuine experiences from completed Ayudame Bookings. Users may not import reviews from another platform or misrepresent an outside review as an Ayudame review. Ayudame may remove reviews that are fraudulent, retaliatory, discriminatory, abusive, unrelated, manipulated, or otherwise violate Platform rules. Ayudame does not promise to remove a review merely because a user disagrees with it.

Each Service Profile may have its own ratings, reviews, and badges. Unless a rating is clearly identified as an overall Helper rating, it applies only to the Service Profile where the related Service was provided. If Ayudame introduces an overall Helper rating, the Platform will identify it separately and explain the Platform activity used to calculate it. Users may view other Service Profiles associated with the same Helper account.

16. Prohibited conduct

You may not use the Platform to:

- Violate law, infringe rights, facilitate fraud, or provide materially false information.
- Threaten, harass, discriminate against, exploit, stalk, or harm another person.
- Request or provide sexual services, illegal drugs, unlawful weapons activity, or other illegal or inherently dangerous activity.
- Offer a regulated Service without every required license, permit, registration, insurance policy, and qualification.
- Circumvent Platform fees, manipulate payments, misuse chargebacks, or move an active Booking off the Platform to avoid charges or safeguards.
- Access another account, scrape data, introduce malicious code, disrupt the Platform, reverse engineer protected software, or bypass security controls.
- Collect, disclose, or misuse another user's personal or confidential information.
- Manipulate experience designations, credentials, ratings, reviews, referrals, Bookings, badges, or other profile indicators.

17. Intellectual property

The Platform, software, design, text, graphics, logos, trademarks, databases, and other Ayudame materials are owned by or licensed to Ayudame and are protected by intellectual property laws. Subject to these Terms, Ayudame grants you a limited, personal, revocable, nontransferable license to access and use the Platform for its intended purpose.

No right is granted to copy, modify, distribute, sell, license, create derivative works from, or commercially exploit Ayudame materials except as expressly permitted in writing. You may report a claimed intellectual property violation to contact@ayudameapp.com with information sufficient to identify the protected work, the challenged material, your contact information, and the basis for the claim.

18. Privacy and permissions

The Privacy Policy explains how Ayudame handles personal information. Device location is optional and used in the foreground for address autocomplete, city detection, distance, and nearby search. A user may enter an address or search manually instead. Camera and photo library permission may be needed to provide a required profile photograph or upload permitted content. Notification permission supports Platform alerts.

19. Third party services

The Platform relies on third party services, including Supabase, Stripe, Resend, Expo, EAS, Firebase Cloud Messaging, Google Maps SDK, Photon by Komoot, Google Sign In, and Apple Sign In. Your use of those functions may also be governed by the applicable provider's terms and privacy practices.

Ayudame is not responsible for an outage, error, suspension, or act of a third party service beyond Ayudame's reasonable control, but Ayudame may take reasonable steps to restore or replace affected Platform functions.

20. Safety and user interactions

Meeting or allowing access to another person carries risk. Users should use reasonable judgment, communicate through the Platform, protect access codes and valuables, confirm material Service details, and stop an interaction that appears unsafe. Contact emergency services for an immediate threat and notify Ayudame after doing so when appropriate.

Ayudame does not independently verify a user's profile claims, professional experience, licenses, credentials, insurance, background, conduct, competence, or suitability. Help Seekers should review the information displayed for the applicable Service Profile and independently confirm any license, credential, insurance, or qualification important to the requested Service.

21. Suspension, deactivation, and termination

Ayudame may investigate, restrict, suspend, or terminate access when it reasonably believes a user violated these Terms, created safety or legal risk, engaged in fraud, failed to pay, misused the Platform, or caused material harm. When appropriate, Ayudame may provide notice and an opportunity to respond, but immediate action may be taken to protect users, funds, evidence, or the Platform.

A user may deactivate an account through available settings. Deactivation hides the profile and listings but does not delete retained information. A user may request permanent deletion through Profile, Account Settings, Delete Account, through https://ayudameapp.com/account-deletion, or by emailing contact@ayudameapp.com. The Privacy Policy explains the 30 day deletion period and required retention.

Termination does not eliminate payment, dispute, tax, indemnity, intellectual property, limitation, or other obligations that by their nature should continue.

22. Disclaimers

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE." AYUDAME DISCLAIMS WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NONINTERFERENCE, AND NONINFRINGEMENT. AYUDAME DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, SECURE, ERROR FREE, OR AVAILABLE IN EVERY LOCATION.

AYUDAME DOES NOT WARRANT OR GUARANTEE A USER, SERVICE, BOOKING, REVIEW, CREDENTIAL, SELF IDENTIFIED HELPER DESIGNATION, BADGE, PAYMENT OUTCOME, OR SERVICE RESULT. NOTHING IN THESE TERMS EXCLUDES A WARRANTY OR RIGHT THAT CANNOT LAWFULLY BE EXCLUDED.

23. Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, AYUDAME AND ITS MEMBERS, OFFICERS, PERSONNEL, CONTRACTORS, AND SERVICE PROVIDERS WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR FOR LOST PROFITS, LOST DATA, PERSONAL INJURY, PROPERTY DAMAGE, OR LOSS ARISING FROM USER CONDUCT OR A SERVICE, EXCEPT TO THE EXTENT SUCH LIABILITY CANNOT BE LIMITED BY LAW.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, AYUDAME'S TOTAL LIABILITY ARISING OUT OF OR RELATING TO THE PLATFORM OR THESE TERMS WILL NOT EXCEED THE GREATER OF 100 UNITED STATES DOLLARS OR THE AMOUNT OF FEES YOU PAID DIRECTLY TO AYUDAME DURING THE 12 MONTHS BEFORE THE EVENT GIVING RISE TO THE CLAIM.

These limitations apply regardless of the legal theory and even if a remedy fails of its essential purpose. Some jurisdictions do not allow certain limitations, so part of this Section may not apply to you.

24. Indemnity

To the extent permitted by law, you agree to defend, indemnify, and hold harmless Ayudame and its members, officers, personnel, contractors, and service providers from claims, losses, liabilities, damages, judgments, penalties, costs, and reasonable legal fees arising from your User Content, your Service or Booking, your conduct, your violation of these Terms or law, or your infringement of another person's rights.

Ayudame may control the defense of a covered claim and will not settle a claim in a manner that imposes a nonmonetary obligation on you without your consent, which will not be unreasonably withheld.

25. Governing law and legal disputes

Before filing a legal claim, you and Ayudame agree to make a good faith effort to resolve the matter by sending a written description of the dispute and requested resolution to contact@ayudameapp.com and allowing 30 days for a response. This requirement does not prevent either party from seeking urgent relief or meeting a legal deadline.

These Terms are governed by the laws of the State of Delaware, without regard to conflict of law rules. A legal action arising from these Terms or the Platform may be brought in a state or federal court with jurisdiction in Delaware, except where applicable consumer law gives you a nonwaivable right to proceed in another location or under another law.

26. Changes to the Platform or Terms

Ayudame may add, change, suspend, or discontinue a feature, service category, provider, requirement, or policy. We may update these Terms as the Platform, law, or business changes. We will post revised Terms and update the effective date. If a change materially affects user rights, we will provide additional notice before it takes effect when required by law.

Continued use after revised Terms take effect means you accept the revised Terms. A material change will not apply retroactively to a dispute that arose before the change unless the parties agree or the law requires it.

27. General terms

These Terms, the Privacy Policy, and any policy or disclosure expressly incorporated into them form the agreement between you and Ayudame regarding the Platform. If a specific Booking screen or policy conflicts with these Terms, the more specific term controls for that subject.

If a provision is unenforceable, it will be modified only as much as necessary and the remaining provisions will remain effective. Ayudame's failure to enforce a provision is not a waiver. You may not assign these Terms without Ayudame's written consent. Ayudame may assign them in connection with a reorganization, financing, merger, sale, or transfer of the Platform or business.

Electronic acceptance and communications satisfy any legal requirement for a writing to the extent permitted by law. Headings are for convenience and do not limit the Terms.

28. Contact

Questions, notices, reports, and support requests may be sent to:

Ayudame, LLC
Email: contact@ayudameapp.com
Website: https://ayudameapp.com