
Terms & Conditions

1. The purchaser of this service will be referred to as "Customer". The person (elder) who will actually receive the service will be referred to as "Beneficiary". These two could either be same, or different individuals
2. If "Customer" is different from "Beneficiary", then the Beneficiary accepts that any information received by Eldess as a result of this interaction with them is likely to flow to the Customer through Eldess platform. This could include any personal information including health details, results of any medical consultation with doctors, doctors recommendations, medical test results etc.
3. As of now, this service is available only to Elders living in Mumbai.
4. Eldess staff (Support manager/ executives) are not trained in emergency care. You may however receive emergency help through our partners, as specified on our website if this is a part of the package purchased. Eldess staff are NOT equipped in any way to handle emergency care, and are not a substitute for trained medical or paramedical personnel.
5. Eldess reserve the right to decline or terminate this service to any customer, or beneficiary without specifying the reason for termination. In case Eldess decides to decline the service to anyone, Eldess's liability shall be limited to the amount paid by the customer for the service
6. It is expected that the Elders will exercise normal prudence and caution while dealing with any Eldess representative, in terms of verifying their identity before allowing them to enter their residence, monitoring them while in the house and while giving them any work to be done. Cash handling by Eldess representative should not exceed Rs 500/- at any one time, and Eldess will not be responsible for any losses on this count for greater amounts of cash handed over to the Eldess representative despite this caution.
7. Elders are advised to not let any person enter their residence, whether from Eldess or not, unless an appointment has been made first by the Eldess Support Manager and the Eldess representative has also shown his/ her Identity Card to you.
8. In the case of third party payments (not related to Eldess), the contract or arrangement is made between the Elders and the third party and the payment is also made between them, Eldess will not take ownership of the service or its delivery and satisfaction with it thereof.
9. Any dissatisfaction on our service or our personnel should be communicated urgently to Eldess.