

Questies Limited: Terms & Conditions and User Agreement

Effective date: October 27, 2026 · **Jurisdiction:** New Zealand · **Version:** 2026-10-27

Company: Questies Limited · **NZ company number:** 9456767 · **NZBN:** 9429053949639

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These Terms are the agreement between you and Questies Limited when you use the Questies website. How we handle personal information is explained in the [Privacy Policy](#), which forms part of this agreement. You must be 18 or over to hold an account.

1. Legal status & platform role

Questies operates as an early-stage digital marketplace platform connecting people who post tasks, service providers, job seekers, and employers across New Zealand. Questies Limited (New Zealand company number 9456767, NZBN 9429053949639) is a company incorporated under the Companies Act 1993 on 14 September 2026. Its registered industry classifications are employment placement services (candidates and contractors) and computer software publishing.

Questies acts as a technology intermediary and employment placement service. It provides account verification, listing venues, the introduction of candidates and contractors to employers and people who post tasks, and escrow-style payment facilitation. Questies is not the employer or engager of any platform user, is not a contractor or joint venturer to any user, and is not a party to any employment or contracting relationship formed between users.

Users are responsible for their own conduct and cover. Insurance is optional on Questies (see section 3), so a user you deal with may hold no insurance, or not enough to meet a loss. To the maximum extent permitted by law, Questies Limited is not responsible or liable for any injury, illness, death, loss, damage or harm to any person or property arising from a quest, booking, job or service arranged through the platform, including any loss that goes uncompensated because the user responsible holds no insurance or insufficient insurance. Users deal with one another at their own risk and should agree on, and check, any cover they need before work begins. Nothing in these Terms limits rights that cannot lawfully be excluded, including under the Consumer Guarantees Act 1993 and the Fair Trading Act 1986.

2. Key platform limits & account requirements

Parameter	Rule / cap	Enforcement purpose
Minimum legal age	18 years old	Strict identity check & contractual capability
Account vetting	Manual admin ID verification	Manual review, before the account is activated, of a valid photo ID (driver's licence, passport or Kiwi Access Card) and, for Quester and Freelancer accounts, a recent proof-of-address document

Parameter	Rule / cap	Enforcement purpose
Insurance (Public Liability, Professional Indemnity, Cyber Liability)	Optional; not required for any account	Certificates a user chooses to submit are reviewed manually; see section 3
Quest pricing range	\$20 NZD to \$5,000 NZD (flat rate only)	Hourly pricing prohibited; anti-fraud control
Quest listing period	Until the date the Quester who posted it chooses, or until the quest's scheduled start time if that is sooner (30 days from listing for quests posted before October 27, 2026)	Keeps the Quest Board current; the Quester who posted it may relist without paying again (see section 6)
Rolling spend cap (posting quests and booking freelancers)	\$7,000 NZD per rolling 7-day period	Anti-structuring and anti-money-laundering prevention
Quester workload limit	One quest in progress at a time; 3 assignments per rolling 24 hours	Work quality assurance & preventing full-time labour substitution
Freelance service pricing	\$20 NZD minimum (no fixed cap)	Reflects ongoing service risk profiles
Escrow hold period	Until the completion code is entered	Funds are released to the worker immediately on code entry
Employer job-listing plans	First 3 listings free for 12 days each (once per employer); Rank 1 \$34.50 and Gold 1 \$115.00 (one-off); Gold 2 \$230.00 and Platinum \$460.00 (per month). All NZD, GST inclusive	Paid access to the Job Seek board; see section 7
Concurrent job listings	Free: 3 · Rank 1: 1 · Gold 1: 1 · Gold 2: 15 · Platinum: 30	Capacity limit per plan; an expired listing frees its place
Job listing duration	Free: exactly 12 days · Rank 1: 7-31 days · Gold 1: up to 100 days · Gold 2: 7-31 days (up to 365 with the long-listing add-on) · Platinum: up to 365 days	The employer selects an exact expiry date when posting

3. Account types & verification flows

- **Questers:** Individual accounts requiring manual admin ID verification. The same Quester account can post quests and take on other people's quests. Questers may hold one quest in progress at a time, and may be assigned at most 3 quests in a rolling 24-hour period.
- **Freelancer profiles:** Freelancers must complete manual admin ID verification, declare specific service categories offered, and state their operating region/location. Freelancer accounts may book other freelancers, but cannot book their own listings.
- **Employers:** Entity accounts registered to post traditional employment opportunities on the Job Seek board. Publishing a job listing requires a paid listing plan. Employers may add screening questions to a listing and review the applications made to their own listings. See section 7 for plans, prices, listing rules and application screening.
- **Insurance (optional):** Questers and Freelancers are **not required** to hold Public Liability, Professional Indemnity (PI), Cyber Liability or any other insurance to use Questies. Each type of insurance is optional, and whether to hold any of them is the user's own choice. Holding or not holding insurance does not change what an account can do on the platform. A user may submit a certificate of insurance for manual admin review. While an approved certificate remains unexpired, a badge for that type of insurance is shown on the user's profile and listings; the badge is removed when the policy's expiry date passes or a later certificate of the same type is not approved. Before approving a certificate, a Questies administrator checks it and contacts the insurer or broker to confirm the policy. A badge means only that this was done on the date of review. Questies does not issue, arrange, guarantee or underwrite any policy, and does not confirm that cover remains in force, is sufficient, or will respond to a particular claim. Users should confirm another user's cover directly before relying on it. Questies Limited is not responsible for any harm or loss arising because a user does not hold insurance (see section 1).

4. Financial terms, escrow & platform fees

All funds are processed via Stripe. Money paid for a quest or a freelance booking is held in escrow until job completion is confirmed. Employer job-listing fees are not escrow: they are paid to Questies for placement of an advertisement, no completion code applies, and no funds are held for or released to any counterparty.

- **Quest fees:** The Quester who posts a quest pays exactly the listed quest price, with no additional fee charged to them. A 10% fee is deducted from the payout of the Quester who completes it, upon completion (10% total platform take).
- **Freelance fees:** A 5% fee is charged exclusively to the Freelancer upon completed service bookings (including repeat bookings). No transaction fee is charged to the customer booking the service. No minimum payout threshold applies to freelancers.
- **Employer job-listing fees:** Employers pay to publish listings on the Job Seek board, either as a one-off purchase tied to a single listing or as a monthly subscription. Full prices and terms are set out in section 7. Questies charges no fee to job seekers for browsing or applying.

Goods and Services Tax. All prices stated in these Terms are in New Zealand dollars and include GST at the New Zealand rate of 15% where GST applies. For job-listing plans, GST is calculated and

itemised by Stripe at the point of checkout and is shown as a separate line on every invoice and receipt. If the New Zealand GST rate or Questies' GST registration status changes, prices will be adjusted and updated in these Terms.

5. Completion verification code system & dispute resolution

Upon job agreement, Questies generates a single-use completion code issued solely to the paying party (the Quester who posted the quest, or the Requester). Entering the correct code releases the escrow payment to the worker immediately.

A completion code can't be guessed: after 5 wrong codes the payout is locked until a Questies administrator has checked with both parties.

Disputes. Either party can open a dispute from the quest or booking. If the code hasn't been entered 48 hours after the scheduled start time, a dispute opens automatically. Both parties can say what happened, and Questies also looks at the before and after photos and the job's chat (opening a dispute lets Questies administrators read that chat). Questies aims to decide within 2 business days. The decision is all to one side: either the full payout is released to the worker, or the payer is refunded in full, and both parties are told why. Questies' decision is final as far as the platform is concerned, but it does not affect either party's legal rights against the other, including the right to take the matter to the Disputes Tribunal or the courts (see section 15).

Card disputes. If the payer asks their bank to reverse the card payment (a chargeback), the payout stays on hold until the bank decides, and Questies may share the job's evidence (such as the before and after photos and when the code was entered) with the bank through Stripe. If the bank returns the money to the payer, the job is treated as refunded.

6. Cancellation & refund policy

- **Quests:** Cancellations must occur at least 1 hour before the quest's scheduled start time for a full escrow refund. Before a quester is assigned, the Quester who posted it may cancel at any time for a full refund.
- **Quests that are not taken up:** A quest stays on the Quest Board until the date the Quester who posted it chooses, which can be any date up to its scheduled start time (quests posted before October 27, 2026 stay up for 30 days after they are listed, or until their scheduled start time if that is sooner). If no Quester has been assigned by then, the quest is removed from the board and no further requests can be made for it or accepted. The money paid for it stays held in escrow and is not refunded automatically. The Quester who posted it may relist the quest, with a new start time and any changes except the price, until a new date they choose, in the same way, without paying again, or delete it at any time for a full refund.
- **Freelance services:** Cancellations must occur at least 24 hours before the booking's scheduled start time for a full escrow refund.
- **No-shows & contested refunds:** Service provider no-shows or timely cancellations result in a full escrow refund without transaction fees. Contested cancellations undergo manual Admin review before funds are returned.

Employer job-listing plans. The following applies instead of the escrow rules above, because listing fees are paid for advertising placement rather than held for a counterparty:

- **One-off listings (Rank 1, Gold 1):** The fee purchases placement of one listing for the period selected at checkout. Once the listing has been published the fee is non-refundable. Where payment succeeds but the listing fails to publish because of a fault on Questies' side, a full refund is provided.
- **Subscriptions (Gold 2, Platinum):** May be cancelled at any time through the Stripe billing portal linked from the employer's billing page. Cancellation takes effect at the end of the billing period already paid for; part-months are not refunded. Listings already published continue to run until their own expiry dates.
- **Gold 2 long-listing add-on:** May be switched off at any time and stops billing at the end of the current period. Listings that have already been given an expiry date beyond 31 days keep that date. New listings are limited to 31 days until the add-on is switched on again.
- **Failed subscription payments:** Where a monthly payment fails, the subscription is marked past due and the creation of new listings is paused. Listings already published continue to run. Stripe will re-attempt payment according to its retry schedule; access is not cancelled because of a single failed payment.
- **Effect on listing statistics:** Click and traction statistics require an active Gold 2 or Platinum subscription. Where a subscription is cancelled or unpaid, statistics revert to view counts only. A listing published under Rank 1 or Gold 1 shows view counts only for its entire life, regardless of any other plan the employer may hold.
- **Plan changes:** Where an employer upgrades or downgrades a subscription, Stripe's standard proration applies to the change.

7. Employer & Job Seek board terms

- **Advertising venue & placement service:** Questies advertises employment openings and introduces candidates to employers. Questies is not the employer and is not a party to any employment relationship formed. Employers make all hiring decisions and are responsible for them.
- **NZ statutory compliance:** Employers posting vacancies must strictly comply with the Employment Relations Act 2000 and the Human Rights Act 1993. Listings must not contain discriminatory content and must adhere to NZ Minimum Wage laws.
- **Pay in job listings:** Every listing states its pay. A Full-time or Part-time role can't be advertised below the adult minimum wage, and no listing may offer an unpaid trial or cash-only or untaxed pay; Questies refuses listings that do. Contract roles are paid as agreed with the contractor.
- **Applicant vetting:** Employers are strictly responsible for conducting reference checks, background vetting, and verifying candidate rights to work in New Zealand prior to employment offers.
- **Applications & screening questions:** An application consists of a short statement from the applicant about why they want the job or why they are suited to it, a CV, an optional cover letter, and answers to any screening questions the employer has added to the listing (no more than 250 words across all answers). An employer can see applications only for its own listings. Screening questions cannot be changed once the first application has been received, so that every applicant answers the same questions.
- **AI answer matching:** An employer may describe the kinds of answer it is looking for ("answer labels"). Questies uses an artificial-intelligence service (Claude, provided by Anthropic) to indicate whether each applicant's written answers match, partly match or do not match those labels, with a short reason. These indications are advisory only and may be wrong. They are not a decision: the employer makes, and is responsible for, every decision about an application, including whether to decline it, and should read the applicant's own answers before relying on an indication. Questies does not decline applications itself. CVs and cover letters are not sent to the AI service.
- **Fair screening:** Screening questions and answer labels must relate genuinely to the job. They must not seek information about, or be used to screen applicants on, any ground of discrimination prohibited by the Human Rights Act 1993, including sex, marital status, religious or ethical belief, colour, race, ethnic or national origins, disability, age, political opinion, employment status, family status and sexual orientation. Questies may remove questions or labels that breach this rule and may suspend the employer's access to listings. Screening questions and answer labels are checked before they are used: those that mention a protected ground are held for a Questies administrator, and the rest are checked by the AI service described in section 12. Until the questions are cleared, the job is not shown and nobody can apply; a held answer label is not used for matching.
- **Use of applicant information:** An employer may use an applicant's information, including their CV, cover letter and answers, only to consider them for the role they applied for. The employer must keep that information secure and must not disclose it to anyone else or use it for any other purpose.

7.1 Listing plans. An employer's first three listings on the Job Seek board may be free, as set out below. Every other listing requires a paid plan. Prices are in New Zealand dollars and include GST at 15%:

Plan	Price excl. GST	GST (15%)	Total payable	Billing	Concurrent listings	Listing duration	Statistics
Free	\$0.00	\$0.00	\$0.00	Once per employer, for its first 3 listings	3	Exactly 12 days	Views only
Rank 1	\$30.00	\$4.50	\$34.50	One-off	1	7 to 31 days	Views only
Gold 1	\$100.00	\$15.00	\$115.00	One-off	1	Up to 100 days	Views only
Gold 2	\$200.00	\$30.00	\$230.00	Per month	15	7 to 31 days, or up to 365 days while the add-on below is active	Views, clicks & traction
Platinum	\$400.00	\$60.00	\$460.00	Per month	30	Up to 365 days	Views, clicks & traction
Gold 2 long-listing add-on	\$100.00	\$15.00	\$115.00	Per month	—	Raises the Gold 2 limit to 365 days	—

- **Free listings:** Each employer may publish three listings free of charge, in total. Each goes live as soon as it is posted (after the same checks as any other listing), runs for exactly 12 days, cannot be extended or moved to another plan, and shows view counts only; all three may run at the same time. One of the three is used each time a free listing is published, and is not restored if the listing is removed or deleted, or if the account is closed and another is opened. The three apply per employer account and, where an NZBN has been provided, per business; an employer that used a free listing before 19 October 2026 has two remaining. Questies keeps a record of the email address and NZBN that used each free listing for this purpose. Further listings require a paid plan.
- **One-off plans:** Rank 1 and Gold 1 are single purchases tied to one specific listing. A further listing requires a further purchase.
- **Subscription plans:** Gold 2 and Platinum renew automatically each month until cancelled, and payment is taken at the start of each billing period. While a subscription is active, posting a listing within the plan's concurrent limit involves no additional charge.
- **Long-listing add-on:** Available only alongside an active Gold 2 subscription and billed as an additional recurring item on that same subscription. It is not a separate plan and does not change the number of concurrent listings.
- **Publication:** A listing purchased under Rank 1 or Gold 1 is created but remains hidden, and is published only once Stripe confirms that payment has been received. Arriving at a confirmation page does not by itself publish a listing.
- **Expiry:** The employer selects an exact expiry date within the range allowed by their plan (a free listing's is set automatically, 12 days after it is published). Listings are removed from the board automatically on that date and do not renew. Expired listings free their place for a new listing under subscription plans.
- **Statistics:** The level of statistics available for a listing is fixed at the time it is published, based on the plan in force at that moment, and does not change afterwards.
- **Price changes:** Questies may change listing plan prices. For subscriptions, a change takes effect from the next billing period following notice; existing one-off purchases are unaffected.
- **Acquisition in trade:** Employers acquire listing plans in trade for business purposes. To the extent permitted by section 43 of the Consumer Guarantees Act 1993, the guarantees in that Act do not apply to job-listing plans. Nothing in these Terms limits rights that cannot lawfully be excluded, including under the Fair Trading Act 1986.

Cancellation and refund rules for listing plans are set out in section 6.

8. Prohibited conduct & anti-circumvention

- **Banned services:** The following are strictly prohibited: high-risk physical labour (see below); licensed trade work, such as electrical, gas, plumbing, drainlaying or restricted building work, unless the person doing it holds the licence the law requires; carrying passengers for hire (for example rides or airport drop-offs); adult services; and any unlawful activity.
- **High-risk physical labour** means work at height (including ladders above head height and scaffolding), work on roofs, work involving asbestos, demolition, operating heavy machinery, and tree felling. Everyday physical tasks, such as moving furniture, lifting and carrying household items, gardening and cleaning, are not high-risk physical labour and are allowed.
- **Deliveries and moving:** Delivering or moving goods is allowed. A Quester or Freelancer who uses a vehicle uses their own vehicle, at their own risk, and is responsible for holding the right driver licence, registration, warrant or certificate of fitness, and insurance for it. Vehicles with a gross vehicle mass of 6,000 kg or more, which need a goods service licence, must not be used. Goods that are unlawful, dangerous or restricted, including weapons, must not be delivered.
- **Listing review:** A quest or freelance listing that mentions work in the list above is held, and visible only to its owner, until a Questies administrator has checked it. If it can't go live the owner is told why, and a quest can then be deleted for a full refund.
- **Trade licences:** A Quester or Freelancer who offers or does licensed trade work must hold the licence for it, keep it current, and may be asked to show it. Licences for electrical, plumbing, gasfitting, drainlaying and building work can be sent from the [Trade licences](#) page. A Questies administrator checks each one on the official public register, and a verified licence shows as a badge until it expires. The badge only means the licence was on the register when it was checked: Questies doesn't issue licences or guarantee anyone's work, and holding the right licence stays the member's own responsibility.
- **Harmful conduct:** Users must not harass, threaten, deceive or discriminate against anyone, post content that is false, harmful or infringes someone else's rights, or misuse another person's personal information.
- **Misuse of the platform:** Users must not open more than one account, share their login, scrape or copy data from the site, or interfere with its security.
- **Fee evasion / off-platform transactions:** Arranging or processing payment off-platform for work found on Questies, to avoid Questies' fees, is a serious breach of these Terms. Where Questies is satisfied that it has happened, following the process in section 9, the account will be suspended and may be permanently closed.
- **Intellectual property transfer:** All IP, rights, and deliverables created during a quest or freelance booking automatically transfer to the paying customer upon final escrow release.

9. Suspension & closure of accounts

Questies may restrict, suspend or close an account that breaches these Terms, gives false identity information, or puts other users at risk. Except where urgent action is needed to protect someone's safety, prevent fraud or comply with the law, Questies will first tell the account holder what the concern is and give them a reasonable chance to respond. The account holder may ask Customer Support to

review any decision to suspend or close their account. Money held in escrow for a closed account is paid out or refunded under sections 5 and 6; it is not forfeited. Account holders may close their own account at any time from Settings, as described in the Privacy Policy.

10. Your content & reporting harmful content

- **Your content:** You keep ownership of the listings, photos, messages, reviews and documents you post. You give Questies permission to store, display and process them for as long as needed to run the platform. You must have the right to post them.
- **Reporting:** Members can report a listing, profile, review or chat they believe is harmful, unlawful or breaches these Terms, using the Report buttons on the site; anyone can also contact Customer Support. Questies acts as an online content host under the Harmful Digital Communications Act 2015 and follows the process in section 24 of that Act: for a complaint that content is harmful, Questies sends the author a copy within 48 hours, without naming the person who complained, and may remove or disable the content if the author does not reply within 48 hours of that.
- **Messages:** Verified members can message the person who posted a quest or freelance listing before anything is booked, and the two people on a quest or booking can message each other. Either side can send photos, up to 10 MB each. Keep payment on Questies: arranging it in a chat to avoid Questies' fees breaks section 8. A chat closes when its job is done (the quest or booking is completed, declined or cancelled, the quest goes to a quester, or the post is taken down) and its messages are deleted 30 days later, unless the chat was reported or its job is in dispute. Save anything you need to keep before then.
- **Blocking:** You can block another member from their profile or your chat with them. They can then no longer message you on Questies, request your quests or book your services. They are not told, and you can unblock them in Settings.
- **Removal:** Questies may remove content that breaches these Terms or the law.

11. Copyright complaints

Only post photos and other material you own or have permission to use. If you believe something on Questies infringes your copyright, email questiesmail@gmail.com with the subject "Copyright complaint".

- **What to include:** your name and contact details; the work you own the copyright in (or act for the owner of); the material on Questies you say infringes it, with its web address; and a statement that you believe in good faith it is used without the owner's permission and that the information you have given is accurate.
- **What we do:** Questies acts as a host of material its users post, under sections 92B and 92C of the Copyright Act 1994. When we know or have reason to believe material infringes copyright, we remove it or block access to it as soon as possible, and tell the person who posted it why. We may ask for more information before acting on a complaint that is unclear.
- **If your material was removed:** you can reply to the same address explaining why you own it or have permission to post it. We will consider your reply, may pass it to the person who complained, and will restore the material if we are satisfied it does not infringe.
- **Repeat infringement:** Questies may, following the process in section 9, suspend or close the accounts of users who repeatedly post material that infringes copyright.
- **False complaints:** Complaints must be made in good faith. Knowingly false complaints may be a breach of these Terms.

This is in addition to the process for reporting harmful content in section 10.

12. Artificial intelligence

Questies uses AI in two places, both described in section 7: the optional answer matching for job applications, and checking employers' screening questions and answer labels for questions about grounds the Human Rights Act 1993 protects. Both are advisory: the AI can hold a question for a Questies administrator but never rejects it on its own, and a person, never the AI, makes every decision about an application. Questies does not use AI to verify identity, approve or suspend accounts, decide disputes or set prices. What information the AI receives, where it is processed and your rights are set out in [section 5 of the Privacy Policy](#). Employers who use answer labels must follow the fair screening rules in section 7.

13. Limitation of liability

Questies provides the platform with reasonable care and skill, but it cannot guarantee that it will be uninterrupted or error-free, or that users will perform as promised. Questies is not a party to the agreements users make with one another and is not responsible for the quality, safety or legality of work arranged through the platform (see section 1). To the extent permitted by law, Questies' total liability to a user for any claim relating to the platform is limited to the fees that user paid to Questies in the 12 months before the claim arose, and Questies is not liable for indirect or consequential loss. None of this limits liability for fraud or wilful misconduct, or rights that cannot lawfully be excluded, including under the Consumer Guarantees Act 1993 and the Fair Trading Act 1986.

14. Changes to these Terms

Questies may update these Terms, for example to reflect new features or changes in the law. The version date at the top shows the latest update. When the Terms change, account holders are shown the new version and asked to agree to it at their next login before they can continue. Changes do not

apply to quests, bookings or plans already paid for, except where the law requires. Anyone who does not agree may close their account.

15. Governing law & disputes

These Terms are governed by New Zealand law, and the New Zealand courts have jurisdiction. Please contact Customer Support first so we can try to resolve any issue. Nothing in these Terms prevents a user from taking a claim to the Disputes Tribunal, which hears most claims between users and between a user and Questies, or to the courts.

16. Contact

Questies Limited, New Zealand. Email questiesmail@gmail.com or chat with Customer Support from your dashboard. Privacy questions go to our Privacy Officer; see the [Privacy Policy](#).

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