

PART B · POLICY 5

Delivery and Service Fulfilment Policy

How and when AfterWorc services and Specialists' work are delivered and accepted.

Company	AfterWorc OÜ ("AfterWorc", "we", "us")
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Version / last updated	1.0 / 20 September 2026
Applies to	afterworc.com, its subdomains and any AfterWorc app (the "Platform")

In short. Everything on AfterWorc is delivered digitally, online. Nothing is shipped. You receive your order confirmation immediately after payment, work is delivered through your Order workspace, and you have 5 business days to accept it or raise a problem.

1. What we deliver

- 1.1 AfterWorc provides an online marketplace and, through it, digital IT services delivered by Specialists: for example software development, design, data, DevOps and IT support, and, where offered, fixed-term hires and ready-made teams. AfterWorc sells no physical goods and does not ship anything, so there are no shipping charges, customs duties or delivery addresses.
- 1.2 Access to the Order workspace, and your order confirmation and receipt, are available as soon as your payment is authorised. These are sent to the email address on your account.

2. Timelines

- 2.1 Each Order states the deliverables, milestones and deadline agreed between Client and Specialist. Deadlines and working times use Estonian time (EET/EEST) unless the Order says otherwise.
- 2.2 A Specialist must accept or decline an Order within 3 business days. An unaccepted Order is cancelled and refunded in full.
- 2.3 Requests for a free technical assessment receive a reply within 48 hours on business days.
- 2.4 Verification of a new Specialist follows the timeline shown on the Platform at the time of application.

3. How delivery works

- The Specialist uploads the deliverables to the Order workspace, or delivers them in the way stated in the Order (for example a code repository or a shared drive), and marks the milestone as delivered.
- The Client is notified by email and in the Platform.
- The delivery record (date, files, links) is stored in the Order workspace as proof of delivery.

4. Acceptance and revisions

- 4.1 After delivery the Client has 5 business days to accept the work, ask for the revisions included in the Order, or open a dispute. If the Client does not respond, the work is treated as accepted and the held funds are released.
- 4.2 Revisions beyond those stated in the Order need a new or amended Order.
- 4.3 Refund and cancellation rules are in the Refund, Return and Cancellation Policy.

5. Late delivery

- 5.1** If work is not delivered by the deadline, the Specialist should tell the Client and AfterWorc without delay. After a 3 business-day grace period the Client may cancel the undelivered part and receive a full refund. Delays caused by the Client extend the deadline.

6. Fixed-term hires and teams (where offered)

- 6.1** Fixed-term hires and teams are set up under a separate written agreement that names the contracting party, the start date, the role or scope, the working arrangements and the price. Onboarding is coordinated by AfterWorc.

7. Availability, export and sanctions

- 7.1** The Platform is operated from Estonia and is available to business customers and Specialists in the European Union and in other countries where it is lawful to do so. We do not provide services to persons or organisations that are subject to EU, UN or other applicable sanctions, or in embargoed jurisdictions.
- 7.2** Users are responsible for complying with export-control and other laws that apply to the work they request or deliver.

8. Problems with delivery

Contact	info@afterworc.com · +372 5332 7539
Support hours	Monday to Friday, 09:00–17:00 Estonian time
Reply time	Within 2 business days