

Haama for customers

Fair quotes from checked businesses, in the Maldives. Free for customers.

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1 What Haama does for you

- You describe a job once. Up to three checked businesses send you a price.
- You compare the quotes side by side, with the usual price for that kind of job.
- You choose one. Only then do you and that business see each other's name and number.
- You pay the business directly when the job is done. Haama never takes your money.
- No account is needed. Each request has its own private link, sent to you on WhatsApp.

2 Ask for quotes

1. Open maldiveshelper.com and choose Get quotes.
2. Pick the kind of job (AC, plumbing, electrical, cleaning, appliance repair, pest control, move-in help, other) and your area.
3. Say how soon you need it and describe the problem in a sentence or two.
4. Enter your WhatsApp number. It is shared only with the business you choose.
5. Send. You get a private link to your request. Keep it: it is your way back.

3 Compare and choose

1. Quotes usually arrive within a few hours, between 8 am and 10 pm.
2. Each quote shows a price, the visit fee, a time slot, and the business's rating, jobs done and usual reply time. The business is shown as "Verified business A, B or C" until you choose.
3. A label tells you whether the price is in the usual range for that kind of job.
4. Press Choose this quote. The business's name and WhatsApp number appear, and it is told

you chose it.

5. Changed your mind before choosing? Cancel the request from the same page.

4 When the job is done

1. Pay the business directly, as you agreed with it.
2. On your request page, enter the final price you paid and give a rating. Prices are published only as anonymous ranges.
3. If you don't answer, Haama asks once on WhatsApp, and closes the job as done seven days later.

5 If something goes wrong

1. Within 14 days of the job, open your request page and choose Report a problem.
 2. The business has 3 days to make you an offer: come back and fix it free, or refund part or all of the price.
 3. Accept or decline. If you accept, tell us on the same page once it has happened.
 4. If you can't agree, or the business stays silent, the Haama team speaks to both of you and suggests a fair solution.
- Any refund comes from the business, because you paid the business. Haama can stop sending customers to a business that doesn't put things right.

6 Extras that save you time

- Home Record: list your AC units and appliances once; Haama reminds you on WhatsApp when a service is due, with quotes one tap away.
- Move-in Pack: moving home? Ask for several jobs (cleaning, AC service, pest control) together.
- My Haama: add your email on any of your Haama pages, then sign in with it to see all your requests, packs and Home Records in one place.
- Fair prices: the public page shows the usual price range for each kind of job, once there are at least five finished jobs.
- Add Haama to your phone's home screen from your browser's menu to open it like an app.

Questions and answers

Is Haama free for customers?

Yes. You never pay Haama. You pay the business you choose, directly, when the job is done.

Do I need an account?

No. Each request has its own private link, sent to you on WhatsApp. If you want all your requests in one place, add your email on any of your Haama pages and sign in with it.

How many quotes will I get, and how fast?

Up to three. Most arrive within a few hours between 8 am and 10 pm. If fewer than two businesses have quoted after 45 minutes, Haama asks more.

Why can't I see the business's name on a quote?

Until you choose, each quote is shown as "Verified business A, B or C" with its rating, jobs done and usual reply time. This keeps the comparison about price and record. The name and WhatsApp number appear the moment you choose.

Who are the businesses?

Registered businesses and Maldivian professionals. Haama checks a business's registration documents, or a professional's national ID card, before it may take jobs.

Who sees my phone number?

Only the business whose quote you choose. Businesses that are asked to quote see the job, the area and the urgency, not your name or number.

How do I know a price is fair?

Each quote is compared with the usual price for that kind of job, taken from final prices other customers reported. The Fair prices page shows the range once there are at least five finished jobs of a kind.

How do I pay?

Directly to the business, in the way you agree with it. Haama does not hold or pass on your money.

What if I change my mind?

Before you choose a quote you can cancel the request from its page. After you choose, speak to the business.

What if the job goes wrong?

Within 14 days, open your request page and choose Report a problem. The business has 3 days to offer a fix or a refund. If you can't agree, the Haama team steps in to help you both reach a solution.

Can Haama refund me?

No. You paid the business, so a refund comes from the business. Haama can return its own fee to the business and stop sending customers to one that doesn't put things right.

What is the Home Record?

A free list of your AC units and appliances with their service dates. Haama reminds you on WhatsApp when one is due, with quotes one tap away.

I lost the link to my request. What now?

If you added your email, sign in with it to see all your requests. Otherwise message Haama on WhatsApp from the number you used.

Where does Haama work?

Greater Male (Male, Hulhumale and Vilimale) is always open. Other cities and islands open as checked businesses start working there; the request form lists the places that are open now.