

For everyone

Words and their meanings

Every defined term used across the ToolBox legal documents, in one place.

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IN SHORT

- Legal documents get long when every one of them redefines the same words. This page defines them once.
- A word defined here means the same thing in every ToolBox document.
- If a word is not here, read it the way an ordinary South African would read it.

A plain summary to orient you. The sections below are the agreement.

The words

Account

The profile you create to use ToolBox, reached with your email address or mobile number and a one-time code.

Business day

Monday to Friday, excluding South African public holidays.

Chargeback

A reversal of a card payment, ordered by the payer's bank or card issuer after the payer disputes it. On a payment for a Job, the Tradesperson carries it, as the **Terms for tradespeople** (toolbox.africa/legal/pro-terms) explain.

Content

Anything you upload or write on ToolBox: job descriptions, photographs, voice notes, messages, quotes, invoices, reviews, replies and profile material.

CoC

A Certificate of Compliance or Certificate of Conformity. The document a registered person issues to certify that an installation meets the applicable South African standard. Electrical, gas and, in some municipalities, plumbing and electric fencing work each have their own.

CPA

The Consumer Protection Act 68 of 2008.

ECTA

The Electronic Communications and Transactions Act 25 of 2002.

Guarantee

The ToolBox Guarantee, the discretionary goodwill payment described in **the Guarantee terms** (toolbox.africa/legal/guarantee). It is not insurance and it is not a warranty on the work.

Homeowner

Anyone who uses ToolBox to describe a job, receive quotes or hire a Tradesperson. You do not have to own the home. Tenants, landlords, body corporates and managing agents are all Homeowners for these purposes.

Invoice

A Tradesperson's request for payment for a Job, issued through ToolBox. The Homeowner pays it in the app, through Paystack.

Job

A piece of work a Homeowner describes on ToolBox, from the moment it is posted until it is completed, cancelled or expires.

Lead

A Job that ToolBox puts in front of a Tradesperson, with enough detail to decide whether to quote.

Notifiable work

Work that South African law says may only be done, or may only be certified, by a person registered for it. Electrical installation work, fixed gas installation work, electric fence installation and, in some places, plumbing and building work all fall in here.

Paystack

Paystack Payments South Africa (Pty) Ltd, the payment provider that processes payments made through ToolBox: a Homeowner paying a Tradesperson for a Job, and a Tradesperson paying for the Subscription.

Personal information

What POPIA says it is: information about an identifiable living person, or an identifiable existing juristic person.

Platform

The ToolBox app, the ToolBox Pro app, the website at toolbox.africa, and everything we run through them.

POPIA

The Protection of Personal Information Act 4 of 2013.

Pro

See Tradesperson. "ToolBox Pro" is the app Tradespeople use.

Quote

A priced offer a Tradesperson sends a Homeowner through ToolBox for a described Job.

Responsible party

What POPIA calls the person who decides why and how personal information is processed. In some situations that is us, in some it is the Tradesperson, and the **Privacy policy** (toolbox.africa/legal/privacy) says which is which.

Review

A rating and written account of a completed Job, left by the Homeowner who hired, and published on the Tradesperson's profile.

Sanction

Any step we take under **Warnings, suspension and removal** (toolbox.africa/legal/sanctions): a warning, a restriction, a review period, a suspension or a removal.

Subaccount

The account Paystack holds for a Tradesperson, linked to ours, which we open once they pass verification and deactivate if they are suspended, removed or leave. Payments for their work go to it and settle to their own bank account. ToolBox takes no share of it.

Subscription

A paid ToolBox Pro plan, on the **subscription terms** (toolbox.africa/legal/pro-subscription).

The Standard

The ToolBox Standard (toolbox.africa/legal/standard), the code of conduct every Tradesperson commits to.

Tradesperson

A person or business accepted onto ToolBox to be found and hired for work. Includes everyone who works under them on a ToolBox Job: employees, subcontractors and anyone else they send.

Transaction fee

The fee Paystack charges on each payment. On a payment for a Job it comes out of what the Tradesperson receives, unless the Tradesperson passes it on, in which case it is shown on the Quote and the Invoice as its own line, "Payment processing fee (Paystack)".

Trust check

One of the verification checks that make up a Tradesperson's trust profile: identity, mobile number, address, trade registration, insurance and the rest.

Verified

A Trust check that we have confirmed against the issuing body or an acceptable document, on a stated date.

We, us, our, ToolBox

ToolBox Group (Pty) Ltd, registration number 2026/739048/07.

You, your

The person reading the document, whether Homeowner or Tradesperson.

How to read them

- A word in the singular includes the plural, and the other way around.
- "Including", "for example" and "such as" never limit what came before them.
- Headings are there to help you find things and do not change the meaning of a clause.
- A reference to a law includes that law as it is amended or replaced from time to time.
- Where a document is written in more than one language and the versions differ, the English version governs, except where the CPA gives you the right to rely on the version you were given.

If anything here is unclear, ask before you rely on it. We would rather explain a clause than argue about it later.