



FARE Agents

Australia's direct online property marketplace

General Disclaimer

Important limitations on the services and information provided by FARE Agents Pty Ltd. Version 2.0 — July 2026.

Document	General Disclaimer
Version	1.0
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Governing law	New South Wales, Australia
Issued by	FARE Agents Pty Ltd



1. Not a Licensed Real Estate Agent

FARE Agents Pty Ltd (**FARE Agents**) is a technology company that operates an online property marketplace. FARE Agents is **not** a licensed real estate agent and does not hold a real estate agent's licence in any Australian state or territory. FARE Agents does not act as an agent, broker, or intermediary in the sale or lease of any property.

Property Concierges who use the platform to physically show properties are independent licensed real estate agents who have registered on the platform. Their licence is personal to them; FARE Agents does not act through them and is not responsible for their conduct.

2. No Legal Advice

Nothing on the FARE Agents platform constitutes legal advice. Users should engage a licensed conveyancer or solicitor for all property transactions, including contract review, contract exchange, and settlement. FARE Agents is not liable for any loss arising from a user's failure to obtain independent legal advice.

3. No Financial Advice

Nothing on the platform constitutes financial or investment advice. Any suburb demand data, price history, rental yield estimates, or cashflow projections displayed on the platform are for general informational purposes only and do not take into account your individual financial circumstances. Users should obtain independent financial advice from a licensed financial adviser before making any investment decision.

4. No Valuation

Any automated property estimate, price guide, or comparable sales data displayed on the platform is not a formal valuation and does not represent the opinion of a qualified valuer. Formal property valuations must be obtained from a certified practicing valuer.

Data source: Any auction results, property data, or market statistics displayed on the FARE Agents platform are **FARE Agents platform data only**. They are derived solely from transactions and listings processed through the FARE Agents platform and do not represent or incorporate data from CoreLogic, Domain, REA Group, or any other third-party data provider. Users should not rely on this data as representative of the broader property market.

5. Accuracy of Listings

Property listing information is provided by sellers and landlords. FARE Agents does not independently verify the accuracy, completeness, or currency of listing information, including property size, features, title details, or compliance matters. Users must conduct their own due diligence.



6. Physical Inspection

The GPS check-in feature on the platform is designed to confirm that a buyer or tenant was physically present at or near a property at the time of inspection. It is not a substitute for a formal building inspection, pest inspection, or condition report. FARE Agents does not warrant the accuracy of GPS data or the condition of any property.

FARE Agents is not liable for any injury, loss, or damage that occurs during a physical inspection of a property. Users attend property inspections at their own risk.

7. Maintenance & Emergency Services

The maintenance request feature allows tenants to log routine maintenance and emergency issues at rental properties. FARE Agents **does not** provide maintenance or emergency services directly. All services are provided by independent Tradespeople registered on the platform.

For emergency situations (gas leaks, flooding, fire, electrical faults), the platform routes the request to appropriate emergency services or Tradespeople. However, in a life-threatening emergency, users should **always call 000 first**. FARE Agents does not guarantee response times for emergency maintenance requests.

FARE Agents is not liable for: the quality or timeliness of maintenance work, any defect in work performed by a Tradesperson, any damage caused by a Tradesperson, or any loss arising from delayed emergency response. The relevant liability rests with the Tradesperson and, where applicable, the landlord.

8. Tradesperson Services

Tradespeople listed on the platform are independent contractors. FARE Agents verifies licence and ABN details at registration but does not continuously monitor the currency of licences or insurance. Users who engage a Tradesperson do so directly and are responsible for verifying current credentials before work commences. FARE Agents is not a party to any contract between a user and a Tradesperson and is not liable for the outcome of any works.

9. Ratings & Reviews

Ratings and reviews on the platform represent the opinions of individual users. FARE Agents does not verify the accuracy of reviews and is not responsible for their content, except where a review is removed following an admin appeal. The display of ratings on a user's profile does not constitute an endorsement by FARE Agents.

The 'Did not review' flag displayed on a user's profile where they did not submit a post-lease review within the 14-day window is an administrative record only. It does not constitute a negative review or finding against that user.



10. Third-Party Links

The platform may contain links to third-party websites. FARE Agents is not responsible for the content, accuracy, or privacy practices of any third-party websites.

11. Limitation

To the maximum extent permitted by law, FARE Agents excludes all liability for any loss or damage (including consequential loss) arising from the use of the platform, reliance on information on the platform, property transactions facilitated through the platform, maintenance or emergency services, Property Concierge services, or Tradesperson services. Nothing in this disclaimer limits rights that cannot be excluded under the Australian Consumer Law.

12. Rent Collection

The platform's rent collection feature facilitates pass-through payments only. FARE Agents is not a bank, authorised deposit-taking institution (ADI), or AFSL holder, and does not hold rent funds in its own accounts. All rent collected is passed directly to the landlord — FARE Agents retains 0% of rent. Financial facilitation features are subject to regulatory review and will be enabled in a future release. Rent collection is provided as a technology convenience only. FARE Agents is not liable for failed payments, payment processing delays, or losses arising from the use of the rent collection feature.

13. Escrow & Deposits

The escrow deposit instruction tool generates a payment instruction for the buyer's nominated conveyancer. FARE Agents does not verify the conveyancer's trust account details, does not hold the deposit, and is not liable for any loss arising from incorrect account details provided by the buyer or conveyancer. Buyers should verify all account details with their conveyancer before transferring funds.

14. Wear & Tear Calculator

The Wear & Tear Calculator applies depreciation guidelines based on general NCAT and tribunal precedent. Results are indicative only and do not constitute legal advice or a binding determination. Actual tribunal outcomes may vary depending on the specific circumstances of each case. FARE Agents is not liable for any loss arising from reliance on the calculator's output.



15. Arrears Notices

Formal notices generated by the platform are templates only. They do not constitute legal advice. Landlords are responsible for ensuring notices comply with the applicable state residential tenancy legislation and should obtain independent legal advice before issuing formal notices. FARE Agents is not liable for any loss arising from the use of platform-generated notices.

16. Dispute Tools

The dispute resolution tools (Tenancy Disputes, Condition Claims, Government Mediation Referrals, Tribunal Application templates) are provided as administrative assistance only. FARE Agents does not provide legal advice, mediation services, or binding dispute determinations. Users should obtain independent legal advice for all tenancy disputes.

17. Property Presenters

- FARE Agents provides a directory platform connecting property owners with independent Property Presenters. FARE Agents does not employ Presenters and is not responsible for the quality, accuracy, or outcome of any presentation services.
- Virtual staging disclosures are the responsibility of the Presenter. FARE Agents displays a "Virtually Staged" badge and "View Original" toggle on flagged images but cannot verify that all altered images have been correctly flagged.
- Floor plan accuracy is the sole responsibility of the Presenter. FARE Agents accepts no liability for errors, omissions, or inaccuracies in any floor plan published on the platform.
- DIY Media uploads by sellers and landlords are published at their own discretion. FARE Agents does not review or verify the accuracy of self-uploaded property photographs or floor plans.
- Media files uploaded to the FARE Agents staging server are stored securely. FARE Agents accepts no liability for loss of Media files caused by technical failure beyond its reasonable control.
- Presenter ratings and reviews are submitted by verified Clients only. FARE Agents does not edit, moderate, or endorse individual reviews and is not liable for their content.

18. Property Presenter Services

- FARE Agents operates as a marketplace connecting sellers, landlords, and independent Property Presenters. FARE Agents does not employ Presenters and does not guarantee the quality, accuracy, or outcome of any presentation service.
- Virtual staging is performed and disclosed by Presenters, not FARE Agents. Users are encouraged to view original photographs before making property decisions.



- Floor plan dimensions are provided by Presenters. FARE Agents does not independently verify floor plan accuracy and accepts no liability for errors or omissions.
- Any damage to a property during a Presenter's on-site visit is the sole responsibility of the Presenter. FARE Agents is not liable for such damage.

19. Media & Photography

- Photographs and floor plans published on property listings are provided by the seller, landlord, or their appointed Property Presenter.
- FARE Agents does not independently verify that listing photographs accurately represent the current state of a property.
- Virtually Staged Images are clearly labelled. Buyers and tenants should rely on physical inspection, not listing photographs, when assessing a property.
- DIY-uploaded photographs are the sole responsibility of the uploading seller or landlord.