



# rentAfreelance.com Buyer's Guide

## About rentAfreelance.com

**rentAfreelance.com** is an online freelance marketplace that provides a secure place for outsourcing people's project requirements to a pool of highly qualified Freelancers or Companies. Here anyone can post their project requirements and can receive bids from various freelance coders/providers in a very short span of time.

Started in 2006, rentAfreelance carries a clear vision - "Provide an equal opportunity to everyone to help their business/career and create confidence among the community to outsource their work to skilled providers."

Apart from providing a secure marketplace for freelance outsourcing business, rentAfreelance.com also provides Project Management facility for the buyers who are non-technical and want us to manage their whole project. rentAfreelance.com also provides unique facility of testing or completed projects before coders can be paid.

rentAfreelance.com is unique freelance portal in the sense that we do not charge anything either for posting or for bidding on the project. Everything is free. Nominal fees are charged only if the project comes to a successful completion. There is no registration fee and no subscription fees.

One more unique feature of rentAfreelance.com is that we accept credit card or PayPal payments and especially for buyers/coders/providers in India, we have unique facility of receiving earnings either by PayPal or by cheque in Indian rupees (Currency conversion will be decided by rentAfreelance.com and will be communicated to users before selecting mode of payment receiving) so that users in India may not need to wait for long time to receive earnings of their hard work.

## Fees

rentAfreelance.com services (except optional professional services) are **absolutely FREE** for buyers. There is No fee for registering with rentAfreelance.com as well as no fees for posting a project as well.

rentAfreelance.com offers additional optional [professional services](#) like "Project Testing" and "Complete project management" for buyers who do not want to do these on their own and want help from rentAfreelance.com for the same.

rentAfreelance.com charges 10% of project amount as fees for Optional Project Testing facility. In case if you wish to go for "Complete Project Management" facility offered by rentAfreelance.com, which also includes Project Testing facility as described above then rentAfreelance.com charges 15% of the project amount for the whole "Complete Project Management" package.

## Posting Projects

You can post your project / bid request as quickly as in 2 minutes. And it's absolutely FREE as well.

For posting a project, you must [Login](#) first. In case if you are not yet registered with rentAfreelance.com then please [click here to register](#) for an FREE account with rentAfreelance.com

Once you are logged in, please click on the link "[Post a project](#)" link on the left side of any page under **Buyers** menu as shown below.

## Log Out

### - Buyers

- [Post a project](#)
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If you are on the homepage, then click on the following image titled "Post a project now"



The New bid request page looks like as shown below.

Fields marked with an asterisk \* are mandatory.

\* Bid Request Title (Enter bid request request title)

\* Category (Please select a category which suits most to your project from the given categories)

Maximum Bid Amount: (Enter the maximum amount you wish to pay for this project).

Leave it blank if you are unsure of approximate project amount though it is always advisable to mention maximum amount to get bids in your budget.

 USD

In this section, you may enter details about

#### 1. **Project Title**

This will be visible in new projects ticker on each page once you post the project and your bid request title will be visible by as this text on browse project and search project results.

#### 2. **Category**

This is major category in which your project may fall to identify the project type so that it may attract most desired bidders.

#### 3. **Maximum Bid Amount**

Please enter the "maximum" amount which you would like to spend for getting this work done. Please note that bidders may suggest much lesser value for the project but this is just to make sure that you get highest quality work in your budget.

In case if you are undecided about maximum budget for this project or are unsure of the project amount as it might be in requirement phase only then please leave it blank. This will allow all users to bid with any amount they feel. Then you may communicate further with them on the same bid request message board and finalize final bid value.

\* Bidding Closes On: (New bids can be accepted till this date only. Clicking on this button will open a calendar)

 

\* Deadline (no. of days): (This will fix deadline for project completion on part of provider)

\* Details: (Enter project description here. Please provide as much information as possible)

Special Comments: (Provide any specific project requirements or expectation from bidder etc)

In this section you need to provide details about

#### 4. Bidding closes on date

This is the date after which your project will not be available to providers / coders for bidding further. You can select most suitable bidder before this or you can even choose winning bidder after this date but no further bidding will be possible for this project. Once you click on the calendar sign, a calendar

#### 5. Deadline

Enter deadline in number of days for the service provided / coder to complete the work once the project has been started or you have selected winning bid. Please enter this value carefully as in case if you specify very less number of days for a large project then either the service provider will not be able to complete the work in that duration or you may get lesser quality work in short span of time. Please communicate final deadline with bidder before accepting the bid.

#### 6. Details

Please enter as much detail as possible regarding what is your exact project requirement and what you want the service provider to do for you. It is always useful to provide all details beforehand as this will help you in case if you might need to enter arbitration for a dispute.

#### 7. Special Comments

Please specify any specific platform or languages or tools you want the coder or service provider to use. You may also specify some specific criteria for bidder like they would need to show some previous work sample or they must have expertise in some domain etc.

Upload File: (In case if you need to upload some file or images for detailed description)

[Remove](#)

 

You can also upload a document or a file which may contain more detail about your project requirement here. Please make sure to use virus scan utility before uploading this file as in case if some virus is found in this file, then we might need to remove it. Also kindly make sure that the maximum file size does not exceed 100kb.

In case if you want to remove any already uploaded file, then you can later open your bid request and remove the file by clicking on remove button in front of the file name.

## Choosing bidders

Please communicate well with the bidders before selecting the winning bidder.

All the posted bids will be shown at the bottom of your bid request page.

### Bids Posted

Posted By	Posted On	Posted Amount	Accepted
<a href="#">John Doe</a>	5/6/2006 9:32:29 PM	100	No

You can only use message board for your bid request to communicate with the bidders and you agree not to communicate with the bidders outside rentAfreelance.com or may not provide contact details to bidders. Please refer to rentAfreelance.com [Terms and Conditions](#) for more details.

Once you decide to choose a particular bidder then click on “Accept Bid” link on top of the particular bid page.

[Accept this Bid](#)

[Top](#)

## Searching for bidders

You can search for qualified bidders by visiting [Search Providers](#) link in the **Buyer** menu on left side of any page.

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You can search providers based on their domain of expertise, or their geographical location as well.

## Viewing your messages inbox

Whenever you login to your rentAfreelance.com account, the very first page which comes up is your messages inbox.

You can visit your messages inbox also by clicking on “[My Messages](#)” link in the **buyer** menu on the left side of any page.

## Monitoring project progress

Once you select a winning bid and the coder or service provider starts working on the project, you can continue communicating with the provider using personalized message board for your bid request. You must not communicate with the coder or provider outside rentAfreelance.com

You can also ask software coder or service provider to provide weekly status report but this must have been agreed before accepting winning bid.

It is always advisable to keep in touch with the provider so that you can have more idea about the project progress and you both can discuss some development issues which may arise during project development phase.

## Testing the submitted work

Once service provider or software coder submits the completed work, you can take reasonable time to test the final product and once you are fine with the completed work, then you can accept the work so that the amount in escrow (after deducting rentAfreelance.com) can be transferred to coder or service provider's rentAfreelance.com account.

In case if you are not comfortable with testing the code, then you may use optional [Project Testing](#) facility provided by rentAfreelance.com

## How rentAfreelance.com can help?

rentAfreelance.com provides following unique services to help buyers getting their work done in most effective and efficient manner. These services are optional and in case if you wish to utilize these services, then please email us at [support@rentAfreelance.com](mailto:support@rentAfreelance.com) and we will get back to you.

### 1. Choosing most suitable bidder

rentAfreelance.com can help you in choosing most suitable bidder for your project **FREE** of cost. Once you submit your project requirements, you can email to [support@rentAfreelance.com](mailto:support@rentAfreelance.com) asking for help in choosing most suitable bidder for you. rentAfreelance.com will assign domain expert to communicate with other bidders and after discussing with various bidders, rentAfreelance.com will finalize most suitable bidder for you. Here rentAfreelance.com expert will post message as your user id only to the personalized message board for your bid request so that users may not know that whether a rentAfreelance.com expert talking to them or you are directly discussing with them.

### 2. Project Testing

In case if you feel uncomfortable testing the completed project then rentAfreelance.com can help you testing the work submitted by the coder / Service provider.

Please note that testing a project is very important to make sure that you are getting what you asked for. You can email to [support@rentAfreelance.com](mailto:support@rentAfreelance.com) with your project details so that rentAfreelance.com can start testing the submitted work.

rentAfreelance.com charges reasonable fees of 10% of project amount or \$3 whichever is more to you for availing this optional facility. Please refer to rentAfreelance.com [Terms and Conditions](#) for more information on the same.

### 3. Complete Project Management

rentAfreelance.com provides unique facility viz "Complete Project Management" by which rentAfreelance.com will manage your complete project right from posting bid request to communicating with bidders, inviting experienced bidders, selecting best bidder, managing project work progress and testing final product. Even if you are not technical person, rentAfreelance.com can help you. For availing this facility kindly email to [support@rentAfreelance.com](mailto:support@rentAfreelance.com) with the details of your project requirement. We will get back to you within 48 hours. Alternatively you can fill up the form at [Contact us](#) page with the details.

Please note that "Complete Project Management" also includes "Project Testing" facility so you may not separately need to purchase that option.

rentAfreelance.com charges reasonable fees of 15% of project amount or \$5 whichever is more to you for availing this optional facility. Please refer to rentAfreelance.com [Terms and Conditions](#) for more information on the same.

### Making payment

Once you chose a winning bid, then you will be transferred to payment page. You can either pay using your [PayPal](#) account or else you can pay by credit card. Please note that payment is handled by [PayPal](#) and it is one of the most admired and accepted payment systems across the world. We recommend you to make payment using PayPal but if you do not wish to open a PayPal account then you can pay using credit card option on the PayPal's payment page.

Please note that the amount will not be transferred to service provider / software coder's account but it will be maintained in rentAfreelance.com escrow account. Once you accept final completed work by the coder or provider, then only the amount will be transferred to Coder or Service provider's rentAfreelance.com account.

In case if you wish to engage rentAfreelance.com for arbitration in case of dispute and if you win the claim then the amount will be transferred to your rentAfreelance.com account (subject to reimbursement of fees paid by rentAfreelance.com for previous transaction).

Please refer to rentAfreelance.com [Terms and conditions](#) or [Help Center](#) in case of any queries regarding payments or escrow account.

### Viewing your bid requests history

You can view your already posted bid requests/projects by clicking on "[My bid requests](#)" link on **Buyers** menu on left side of any page.

#### Log Out

- **Buyers**

▣ [Post a project](#)

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Here you can view either all bid requests or just "Open", "Completed", "Cancelled", "Expired" or "Work-in-progress" bid requests.

Following are details of each type of bid request status.

**Open** – Bid requests which are not yet expired for bidding and you are yet to select winning bid

**Completed** – Projects which are completed and you have accepted submitted work

**Cancelled** – Bid requests which you have cancelled.

**Expired** – Bid requests for which the bidding end date has reached and you are yet to select winning bid for the same

**Work-in-progress** – Bid requests for which you have already chosen winning bidder and the coder or service provider has started working on the project but the project is yet not completed.

## Dispute resolution

In case if the coder or service provider fails to submit the completed work by the deadline agreed upon, then buyer may wish to open a dispute with the provider.

rentAfreelance.com always suggests first communicating with the other party and trying to resolve the issue in an amicable manner. This is very important because if the issue gets resolved at this point then both the parties will benefit from this and no party will be losing anything.

Please note that opening a dispute always puts wrong impression on other party and also prevents long term business relationship. rentAfreelance.com suggests buyers and service providers both to keep initial agreed project details in mind and try to compare it with the final product and buyer should either extend project deadline or if everything is fine then should accept the work.

If at all both parties cannot reach to a final resolution then you may request arbitration from rentAfreelance.com

## Arbitration

If a dispute arises between buyer and service provider, our goal is to resolve such dispute quickly and cost effectively. Please allow 5 business days to the other party before seeking arbitration from rentAfreelance.com. For any claim arising between buyer and service provider, the party requesting relief may elect to resolve the dispute in a cost-effective manner through binding non-appearance-based arbitration. A party electing arbitration should initiate such arbitration by either visiting [contact us](#) page or sending email to [dispute@rentAfreelance.com](mailto:dispute@rentAfreelance.com). Both the parties must comply with the following rules: (a) the arbitration will be conducted either online, by telephone, and/or be solely based on written submissions, the specific manner will be chosen by rentAfreelance.com on situational basis; (b) the arbitration will not involve any personal appearance by the parties or witnesses unless otherwise mutually agreed by the parties; (c) Once rentAfreelance.com sends communication to a party, the other party will have maximum 5 business days to respond to the communication and in case if the party does not respond in 5 business days, the final decision will be in favor of the other party. Both parties must abide by the resolution suggested by rentAfreelance.com and that will be considered as final and no party can choose to take any legal route nor can disagree with the resolution provided for further looking into the matter. It is implied that both parties agree to these conditions once a bidder is chosen and initial transaction is initiated at rentAfreelance.com. Also please understand that rentAfreelance.com will decide the percentage of amount being refunded as well as being paid to the service provider.

## Managing your rentAfreelance.com account

You can update information about your Full Name, Country, City, State/Province, PayPal account id and your profile. For this you can click on "[My Account](#)" link on **Buyers** menu on left side of any page.

You should periodically update your profile by visiting your account page periodically so that you can attract more buyers to invite you.

## Viewing your transactions history / financials

You can click on "My financials" link in the menu on left side of any page to view your previous transactions on rentAfreelance.com

### Log Out

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Here you also have an option to update your PayPal account id so that we can transfer the amount to your PayPal account in case if you have any earnings or refunds in a particular month.

For users in India, you can also choose to receive your earnings by cheque in Indian Rupees. For this you may select Payment by Cheque option. Here you must provide your correct postal address so that we can send the cheque to your address. The currency conversion rate will be posted by rentAfreelance.com on website before sending payments and you will be notified by email as well so that you can choose between these two options.

## Contacting rentAfreelance.com

If you wish to report a violation of Site Policies, have any questions or need assistance, please contact rentAfreelance.com Customer Service at [Contact us](#) page.