



USER GUIDE

YOUR COMPLETE GUIDE TO THE MZURI ECOSYSTEM



DISCOVER



CONNECT



COLLABORATE



TRANSFORM



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Chapter 1: Welcome to MZURI

A Better Way to Find the Right Professional for Your Project

Welcome to MZURI, a digital platform designed to make it easier to find, understand, compare, and connect with professionals involved in property development.

Finding the right professional for a project can often be difficult. Searching for an architect, builder, remodelling company, interior designer, fit-out specialist, or furnishing professional can produce scattered information across search engines, social media, websites, and personal referrals.

MZURI brings structure to this process. It gives you a clearer way to discover professionals, understand their expertise, explore their services, compare information, and connect based on your project needs.

1.1 What Is MZURI?

MZURI is a professional discovery and connection platform for property development services. It brings together businesses and professionals across key areas including Architecture, Build, Remodel, Interior Design, Fit-Out, and Furnish.

The platform gives professionals a structured digital presence where they can showcase their services, expertise, experience, capabilities, projects, and business information.

For the public, MZURI provides a more organized way to search for professional services. Instead of starting with a broad and often unstructured internet search, users can explore relevant professionals within a platform designed specifically around property development services.

MZURI is not a property listing platform. It is not designed for searching for properties to buy or rent. Its purpose is to help people find the professionals and businesses they need to plan, build, remodel, design, improve, and furnish their spaces.



1.2 Who Is MZURI For?

MZURI is designed for people who need professional expertise for a property project. You may be planning a new building, remodeling an existing space, redesigning an interior, fitting out a commercial space, or looking for furnishing solutions.

Instead of simply finding a name through a search engine, MZURI allows you to explore structured professional information. This can help you understand what a business does, where it specializes, what experience it has, what services it provides, and whether it may be suitable for your project.

MZURI is equally valuable to the businesses and professionals providing these services. Architects, builders, remodelers, interior designers, fit-out specialists, furnishing businesses, and other professionals can create a professional presence that clearly communicates their capabilities and experience.

1.3 How the MZURI Ecosystem Works

MZURI starts with a simple need: you have a project and need the right professional.

You begin by identifying the type of expertise you require. Whether you need architecture, construction, remodeling, interior design, fit-out, or furnishing, MZURI helps you start your search from a structured category rather than an open-ended search.

You can then explore professionals and businesses within that area. Their profiles provide information that can help you understand their services, specialization, experience, previous work, location, capabilities, and other relevant details.

Where pricing information is provided, you can also use it to compare different options. Comparison is not simply about finding the lowest price. It is about understanding your options and considering factors such as experience, specialization, services, quality, project requirements, and budget.



Once you identify professionals who may be suitable, MZURI helps you move from discovery to connection. You can establish contact, discuss your requirements, ask questions, and begin a conversation about your project.

The journey is simple:

Search → Discover → Understand → Compare → Connect



1.4 MZURI's Core Values

MZURI is built around five core values: Accessibility, Trust, Opportunity, Choice, and Innovation. These values guide the platform and the experience it aims to provide to both users and professionals.



a) Accessibility

Professional expertise should be easier to find.

MZURI creates a structured environment where people can discover businesses and professionals based on the services and expertise they need. It reduces the dependence on scattered searches and personal connections when looking for professional services.

b) Trust

Better information leads to better decisions.

Choosing a professional for a project requires confidence. MZURI encourages businesses to provide accurate and meaningful information about their services, experience, capabilities, and work.

Professional profiles, project information, business details, and verification where applicable can give users a better understanding of who they are considering.



c) Opportunity

Every connection can lead to something more.

MZURI creates opportunities for people to discover the expertise they need and for professionals to connect with potential clients and project opportunities.

A search can become a conversation. A conversation can become a project. A project can become a lasting professional relationship.

d) Choice

The right professional depends on the project.

Every project has different requirements, expectations, and budgets.

MZURI gives users the ability to explore different professionals and compare the information that matters to them.

This allows users to make more informed choices rather than simply accepting the first result they find.

e) Innovation

Technology should search better.

MZURI uses technology to bring structure to the way people discover professional property-development services.

Rather than searching across scattered sources, users can explore professional information within a platform specifically designed around the property development ecosystem.

1.4 The MZURI Difference

Finding a professional is easy. Finding the right professional is the challenge.

MZURI is designed to make that challenge easier by giving people a structured way to discover, understand, compare, and connect with professionals.

At the same time, MZURI gives businesses a better way to present their expertise and reach people who are actively looking for the services they provide.



MZURI brings both sides closer together through a simple idea: Better information creates better choices. Better choices create better connections.





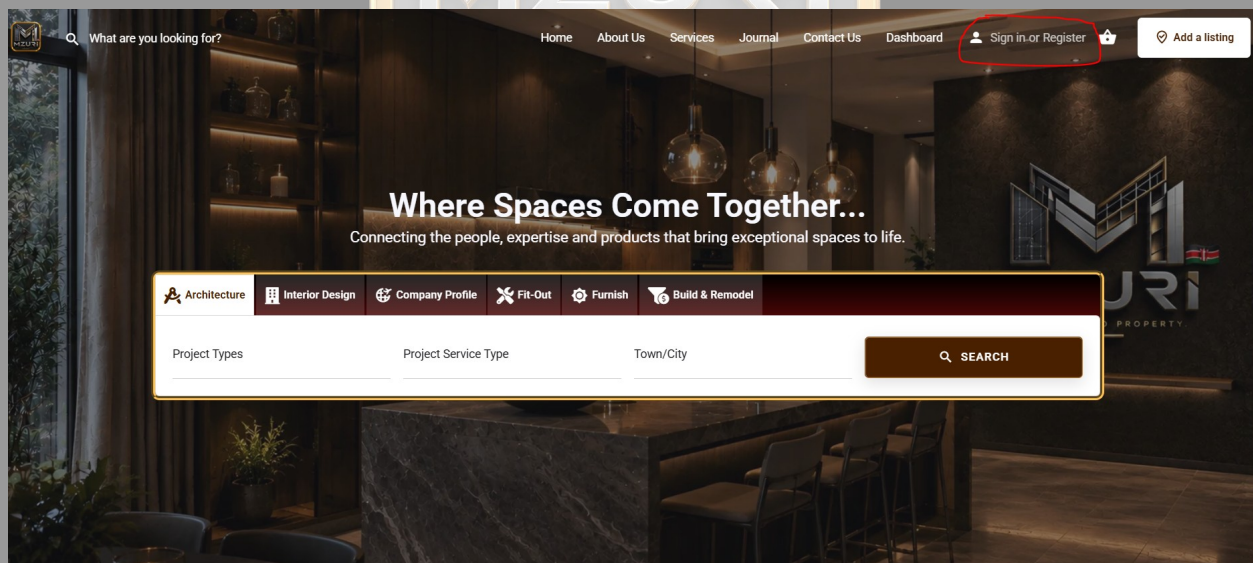
Chapter 2: Getting Started

2.1 Creating Your MZURI Account

Getting started with MZURI begins with creating your account. Your account gives you access to the platform and allows you to build and manage your professional presence. Whether you are joining MZURI to find a professional for your project or to represent a business and its expertise, registration creates the foundation for your experience on the platform.

To create an account, select **Sign Up** or **Create Account** and provide the information requested during registration. Use accurate information and an email address that you can access, as this may be used for account communication, verification, password recovery, and other important notifications.

If you are creating an account on behalf of a business or professional practice, use information that accurately represents the organization or professional. This will make it easier to maintain a consistent and credible presence as you complete your profile. Once your registration is complete, you can sign in and begin setting up your MZURI profile.





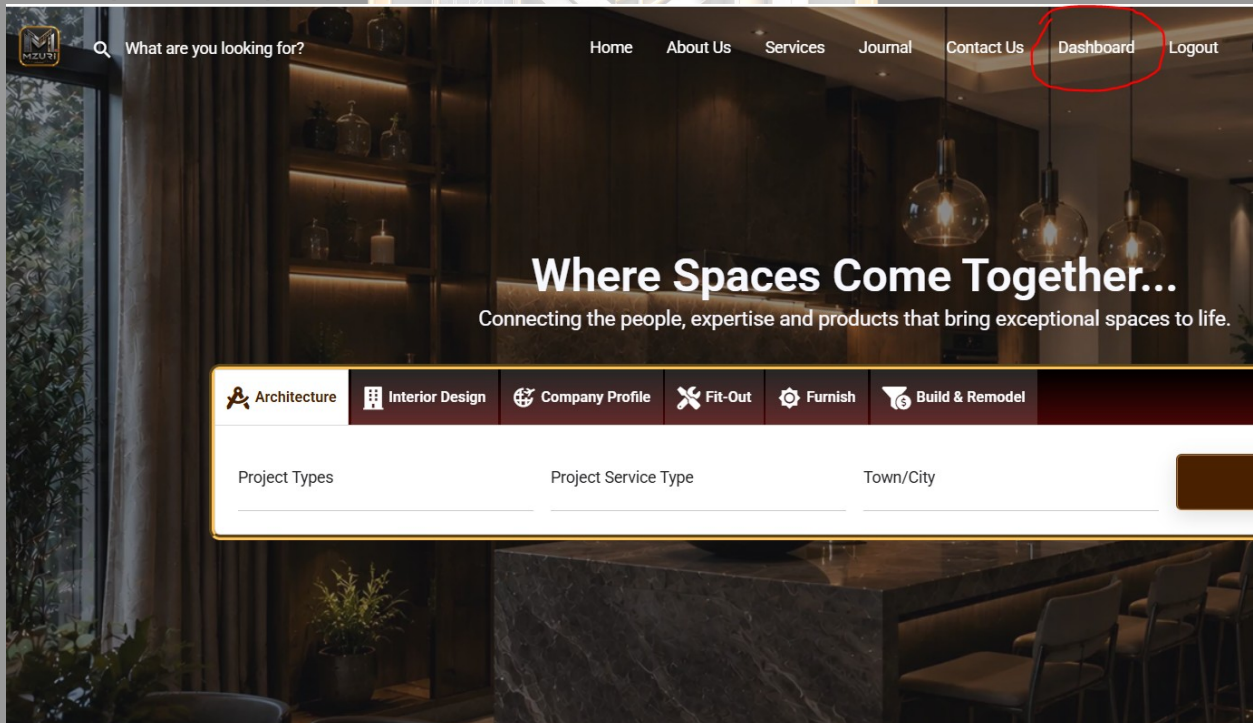
2.2 Signing In

Once you have created your account, you can access MZURI by selecting **Sign In** and entering your registered email address and password.

If you have forgotten your password, use the **Forgot Password** option to begin the password recovery process. Follow the instructions provided to regain access to your account and create a new password. For security, avoid sharing your password with other people and always make sure you are signing in through the official MZURI platform.

2.3 Understanding Your Account Dashboard

Your **MZURI Dashboard** is your central area for managing your account and professional presence. After signing in, the dashboard provides access to the tools and information you need to manage your activity on the platform.



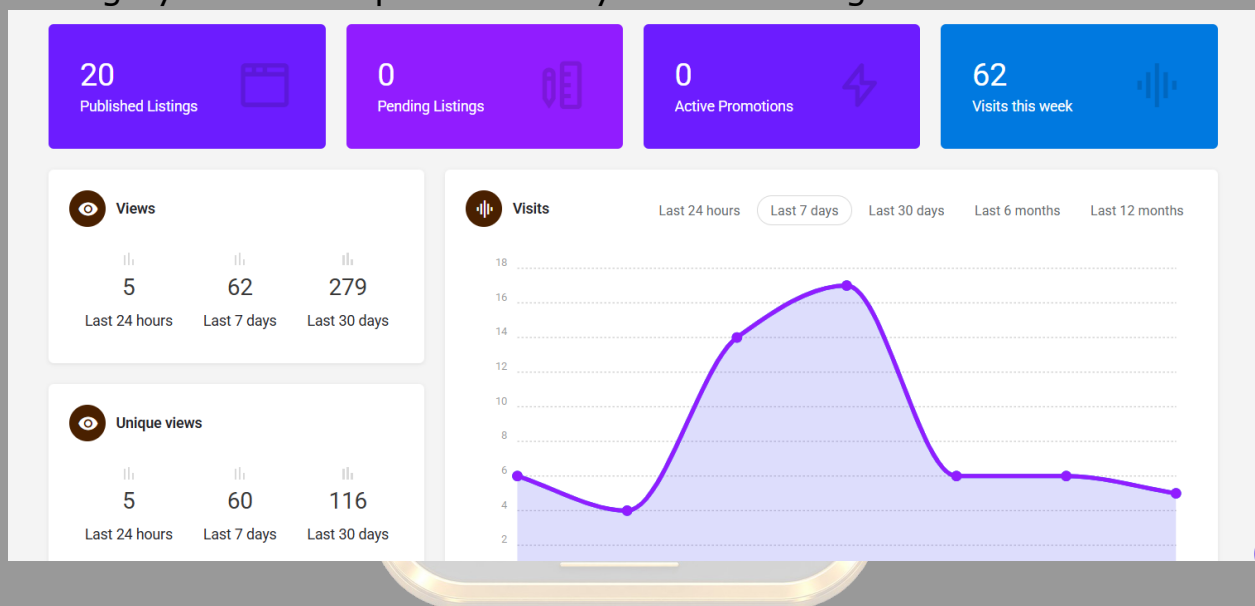
Depending on your account and the features available to you, the dashboard may allow you to manage your profile, update business information, add or edit services and areas of expertise, manage



project information, review account details, and access other MZURI features.

Think of the dashboard as your **control centre on MZURI**. Instead of managing different parts of your professional presence from different places, the dashboard brings the main account-management functions together in one location.

Take a moment to familiarize yourself with the available sections when you first sign in. Understanding where your profile, account settings, business information, and other tools are located will make it easier to manage your MZURI presence as your business grows.



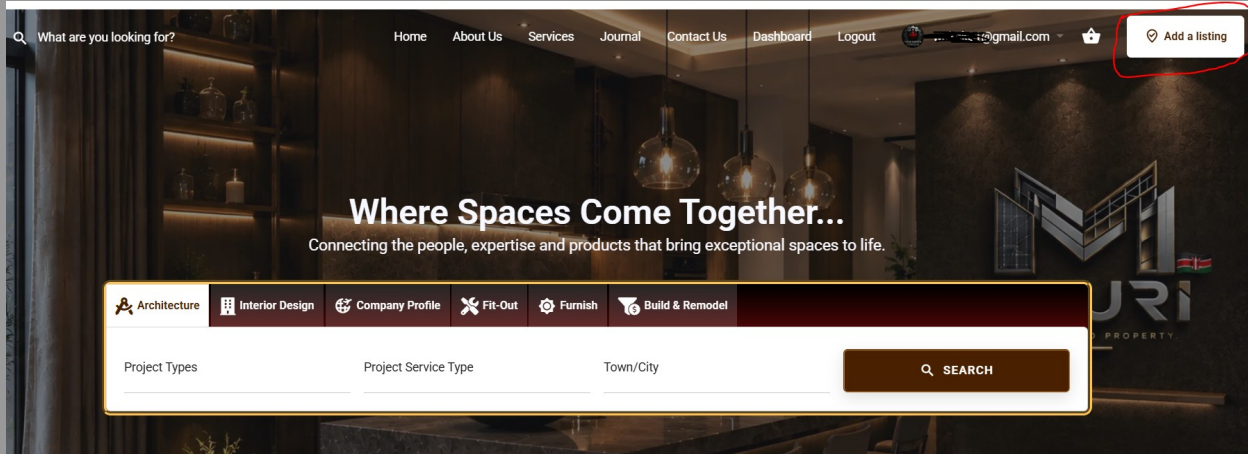
2.4 Completing Your Profile

Creating an account is only the beginning. To get the most from MZURI, your next step should be completing your profile with clear, accurate, and useful information.

A complete profile helps people understand **who you are, what you do, what you specialize in, and what experience you bring to a project**. It also gives potential clients and professional connections more information when comparing different businesses and deciding who they may want to contact.



Depending on the profile structure, you may be able to provide information such as your business name, description, location, contact details, areas of specialization, services, experience, project information, images, website, and other relevant business details.

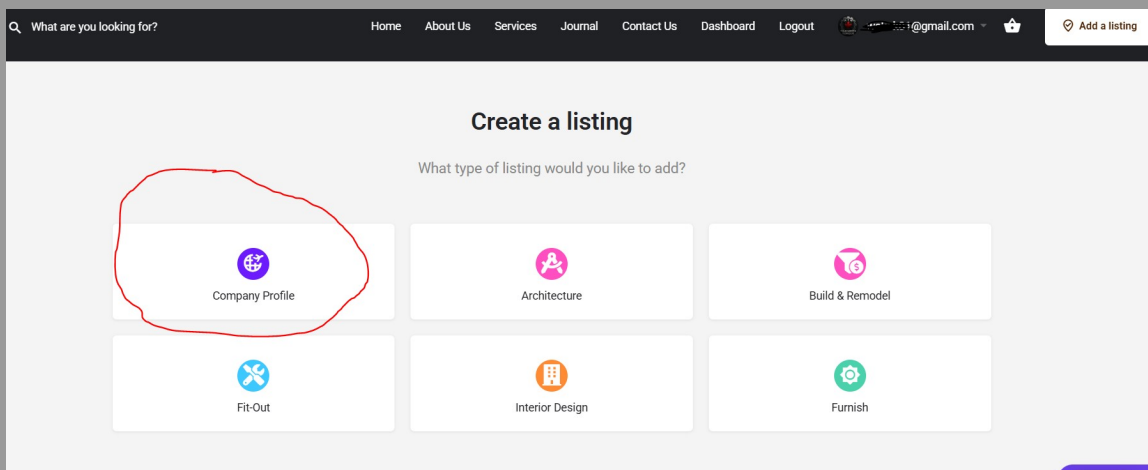


Avoid leaving important sections incomplete where information is available. A profile with clear business information, relevant experience, quality project images, and well-defined services gives users a much better understanding of your capabilities.

Keep Your Information Accurate

Your MZURI profile represents your professional presence on the platform. Make sure the information you provide is accurate, current, and consistent with your business.

Update your profile when your services change, new projects are completed, contact information changes, or other important business details need to be revised.





Accurate information helps users make better decisions and helps professionals maintain a credible presence within the MZURI ecosystem.

Make Your Profile Easy to Understand

A good MZURI profile should answer the basic questions a potential client or professional connection may have.

Who are you?

What do you do?

What do you specialize in?

What experience do you have?

What services do you provide?

What type of projects do you work on?

How can someone contact you?

The clearer your answers, the easier it becomes for people to understand whether your expertise is relevant to their needs.

Your MZURI Profile Is Your Professional Introduction

Think of your MZURI profile as your introduction to people who may be looking for the expertise you provide. It should not simply contain information; it should communicate your capabilities clearly and professionally.



A well-completed profile can help users move through the MZURI journey with greater confidence:

Discover → Understand → Compare → Connect

The more useful information you provide, the easier it becomes for someone to understand your business, consider your services, and decide whether to establish a connection.

Getting Started Checklist

Before moving to the next stage, make sure you have:

- Created your MZURI account
- Confirmed your account information
- Successfully signed in
- Familiarized yourself with the dashboard
- Added your business or professional information
- Selected your relevant areas of expertise
- Added your services and capabilities
- Added relevant experience and project information
- Provided accurate contact details
- Reviewed your profile for completeness and accuracy

A strong MZURI presence starts with a complete, accurate, and professional profile.





Chapter 3: Creating Your Company Profile

Building Your Professional Presence on MZURI

Your company profile is the foundation of your professional presence on MZURI. It is where you introduce your business, communicate what you do, show where you operate, and give people the information they need to understand your company.

A strong profile does more than provide contact details. It helps potential clients and professional connections understand your expertise, services, experience, and capabilities before they decide to make contact.

Take time to complete your profile carefully. Clear and accurate information makes it easier for people to discover your business, understand what you offer, compare your company with other professionals, and decide whether your services are relevant to their project.

3.1 Company & Brand Information

Start by providing the basic information that identifies your company or professional brand.

Your company name should be entered exactly as you want it to appear publicly. If your business operates under a recognized brand name, use the name that clients and professional contacts are most likely to search for and recognize.

The screenshot shows the MZURI website interface. At the top is a navigation bar with links: Home, About Us, Services, Journal, Contact Us, Dashboard, Logout, and a user profile section. Below the navigation bar is a search bar and an 'Add a listing' button. The main content area is titled 'Your listing details'. On the left is a sidebar with a list of categories: Brand Identity (highlighted with a red circle), Business Information, Business Subcategories, Experience & Expertise, Team & Portfolio (Experience and Qualification), Projects & Portfolio, Contact & Social Networks, and Verification Documents. The main content area shows the 'Brand Identity' section with a pencil icon, a 'Company Name' input field, and a 'Company Logo' section with a dashed box for uploading a logo.



Where applicable, provide other relevant brand information requested by MZURI. Keep your information consistent with your official business identity across your website, social media platforms, marketing materials, and other professional channels. Consistency helps create a recognizable and credible presence.

3.2 Business Details

Your business details help people understand the nature of your company and the services you provide.

Depending on the profile fields available, provide relevant information such as your business type, areas of expertise, services, specialization, experience, and other information that helps define your professional capabilities.

The screenshot displays the 'Business Information' section of a profile form. On the left, a vertical menu lists various profile sections, with 'Business Information' currently selected and highlighted with a red circle. The main content area is titled 'Business Information' and contains a sub-section 'About the Business / About Us'. This section features a rich text editor with standard formatting tools (bold, italic, list, link, unlink, undo, redo). Below the editor, there are input fields for 'Year Established' and 'Company Size'. A purple button labeled 'AGENCY' is located in the bottom right corner of the form area.

Be specific when describing what your company does. For example, instead of simply stating that you work in construction, explain the types of construction or building services you provide and the kinds of projects you specialize in.

The goal is to give users enough information to understand whether your business is relevant to their needs.



3.3 Contact Information

Your contact information provides a direct path from discovery to connection.

Provide accurate contact details that people can use to reach your company. Depending on the available fields, this may include your telephone number, email address, business contact person, or other communication channels.

Review your contact information carefully before publishing your profile. Incorrect or outdated information can make it difficult for potential clients or professional partners to reach you.

If your business changes its telephone number, email address, or other contact details, remember to update your MZURI profile.

3.4 Location

Your location helps users understand where your company operates and whether your services are relevant to their project.

Enter your business location accurately and use the appropriate location information requested by MZURI. If your company serves multiple areas, make sure your profile communicates this where the platform allows it.

Location can be particularly important for services such as architecture, construction, remodeling, interior design, fit-out, and furnishing, where project requirements may depend on where the work is taking place.

A clear location also helps users narrow their search and identify professionals operating within their preferred area.

3.5 Company Description

Your company description is an opportunity to explain your business in your own words.

A good description should quickly communicate who you are, what you do, what you specialize in, and the type of value you bring to a project.



Keep the description professional, clear, and easy to understand. Avoid filling it with unnecessary promotional language. Instead, focus on useful information that helps someone understand your company.

Consider including:

- What your company does
- Your main areas of expertise
- Your specialization
- The types of projects you undertake
- The clients or sectors you serve
- Your experience and capabilities
- What makes your approach different

A clear company description can make the difference between someone quickly understanding your business and moving on to another profile.

3.6 Logo and Cover Image

Visual identity plays an important role in how your company is presented on MZURI.

a) Company Logo

Your logo identifies your business and helps establish a consistent brand presence. Use a clear, high-quality version of your official company logo.



Where possible, use a logo with good resolution and suitable dimensions so that it remains clear when displayed across different areas of the platform.

Avoid uploading stretched, blurry, heavily compressed, or poorly cropped versions of your logo.



b) Cover Image

Your cover image provides a larger visual introduction to your company.

Choose an image that reflects your business, expertise, work, or professional environment. For an architecture firm, this could be a strong architectural project. For a builder, it could showcase completed work or a professional construction environment. An interior design company may use a well-presented interior project, while a furnishing business could highlight its products or completed spaces.

Choose an image that supports your professional identity rather than simply selecting an attractive image that has little connection to your business.

Your logo identifies your brand. Your cover image helps tell its story.

3.7 Website and Social Links

If your company has an official website or professional social media accounts, add them to your MZURI profile where these fields are available.

Your website can provide additional information about your company, services, projects, portfolio, team, and other professional activities. Social media links can also help users explore your work and see how your business communicates with its audience.

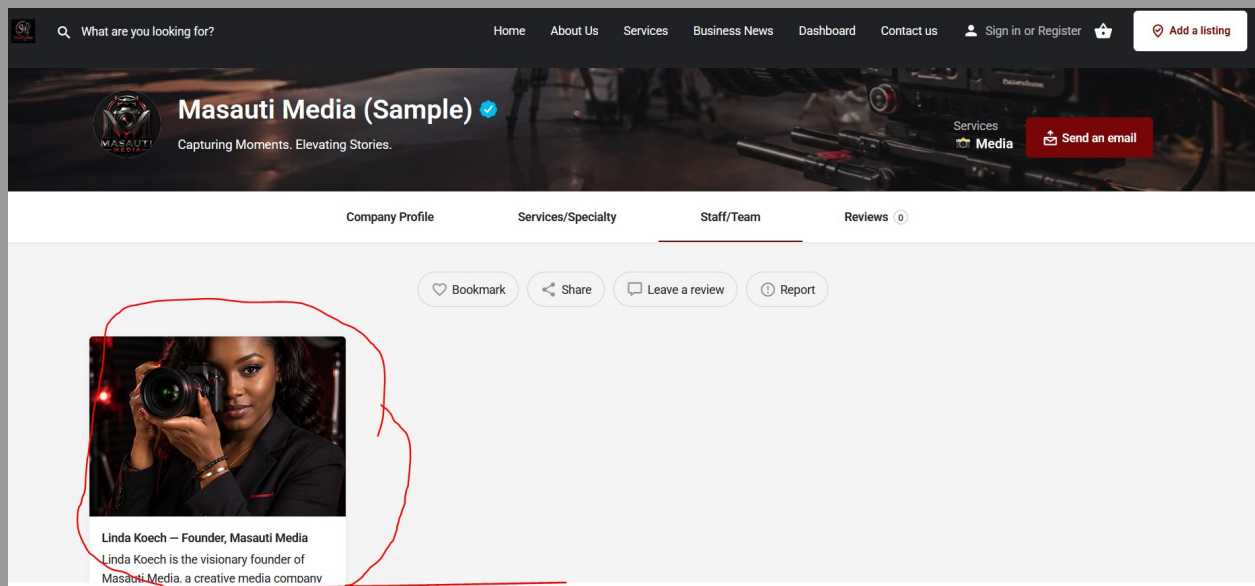
Only add official and relevant links. Make sure each link works correctly and leads to the appropriate company or professional account. Keeping your external links accurate also helps create a consistent digital presence across your different platforms.



3.8 Team/Staff

Behind every professional business is a team of people who bring knowledge, experience, and expertise to its projects.

Where MZURI provides team-profile functionality, use this section to introduce the key people within your company. Team information can help users understand the expertise behind the business and the professionals who may be involved in delivering a project.



Depending on the available fields, you may include information such as a team member's name, role, professional title, area of expertise, experience, or other relevant professional information.

Focus on the people who contribute meaningfully to your company's services and capabilities. Keep the information accurate and professional, and update it when team responsibilities or membership change.



A strong team section helps put a human face behind the company and gives potential clients greater insight into the expertise available within the business.

3.9 Projects & Portfolio

Your portfolio gives people an opportunity to see your experience through the work you have completed and the projects you are currently undertaking.

Use the **Projects & Portfolio** section to showcase relevant completed and ongoing projects. Rather than simply telling people what your company can do, your portfolio allows them to see examples of your capabilities in practice.

For each project, provide useful information such as:

- **Project images** — Use clear, high-quality images that represent the project professionally.
- **Project description** — Briefly explain what the project involved, your company's role, and the services provided.
- **Location** — Indicate where the project was undertaken.



- **Project cost** — Where appropriate and available, provide the project cost to give users a better understanding of the scale or investment associated with the work.

The screenshot shows the MZURI dashboard interface. On the left is a sidebar menu with options: Business Information, Business Subcategories, Experience & Expertise, Team & Portfolio(Experience and Qualification) (selected), Projects & Portfolio, Contact & Social Networks, Verification Documents, and Credibility. The main content area has two sections. The first is 'Team & Portfolio(Experience and Qualification)' with a sub-section 'Team and Portfolio' containing an 'Add item' button and the note 'Maximum 5 items can be added.' The second section is 'Projects & Portfolio', which is circled in red. It contains the instruction 'Showcase your completed and ongoing projects with project images, a brief description, location, and project cost.' Below this is a sub-section 'Projects (optional)' with an 'Add item' button and the note 'Maximum 10 items can be added.' At the bottom of this section is a label 'Project Video (optional)'.

Choose portfolio projects that demonstrate the type of work you want to be considered for. A well-organized portfolio can help users understand your experience, specialization, quality of work, and suitability for different types of projects.

For ongoing projects, keep the information updated as the work progresses. For completed projects, make sure the final images and description accurately represent the work delivered.

Creating a Profile That Builds Confidence

Think of your company profile as more than a digital business card. It is an opportunity to give someone a clear understanding of your business before the first conversation takes place.



A strong profile should make it easy for someone to answer the questions that matter:

Who are you?

What do you do?

What do you specialize in?

Where do you operate?

Who is behind the business?

What projects have you delivered?

What experience and capabilities do you have?

How can someone contact you?

Where can they learn more about your work?

The clearer your answers, the easier it becomes for users to understand your business and determine whether your expertise is relevant to their project.

Profile Quality Checklist

Before completing your company profile, review each section and make sure you have:

- Added your correct company or brand name
- Provided accurate business information
- Added your areas of expertise and specialization
- Added current contact information
- Provided your business location
- Written a clear company description
- Added relevant team information
- Added completed and ongoing projects
- Uploaded high-quality project images
- Added project descriptions and locations
- Added project costs where appropriate
- Uploaded a high-quality company logo
- Added a relevant cover image
- Added your official website



- Added relevant social media links
- Reviewed your profile for accuracy and completeness

Your Company Profile Is Your First Impression

Your MZURI company profile is often the first introduction someone will have to your business on the platform.

Make it clear. Make it accurate. Make it professional. Most importantly, make it useful.

The stronger your profile, team information, and portfolio, the easier it becomes for people to discover your business, understand your capabilities, compare their options, and connect with you.





Chapter 4: Verification & Trust

Building Confidence Through Verification

Trust is an important part of choosing a professional or business for a project. When people are considering an architect, builder, remodeling company, interior designer, fit-out specialist, or furnishing professional, they want to know that the business information they are viewing is genuine, accurate, and reliable.

MZURI uses verification to help create greater confidence within the professional ecosystem. Verification provides an additional layer of credibility by helping establish that a business or professional has provided information that can be reviewed and validated through the MZURI verification process.

Verification does not replace a user's own judgment or project due diligence. Instead, it provides another useful signal that can help people make more informed decisions.

4.1 Why Verification Matters

A professional profile can contain valuable information about a company's services, experience, projects, location, and capabilities. Verification adds another level of confidence to that information.

For businesses, verification can help demonstrate that they are serious about maintaining a credible professional presence on MZURI. It can also help distinguish a business profile from incomplete, outdated, or unverified information.

For users searching for professional services, a verification status can be one of several factors to consider when evaluating potential professionals.

A verified profile should therefore be viewed as part of the bigger picture. Users should still consider relevant experience, specialization, portfolio, project requirements, communication, pricing, and other information before making a decision.

Verification supports trust. It does not replace due diligence.



4.2 Verification Requirements

To become verified, a business or professional may be required to provide information that allows MZURI to confirm the identity and legitimacy of the business.

The exact requirements may depend on the type of account, business structure, professional category, and verification process in place on MZURI.

Information requested during verification may include relevant business or professional details and supporting information required by the platform.

When submitting verification information:

- Provide accurate and current information.
- Make sure the information matches your business profile.
- Use information that belongs to the business or professional being verified.
- Ensure any supporting information is clear and readable.
- Do not provide false, misleading, or outdated information.
- Only submit information requested through the official MZURI verification process.

MZURI may review submitted information before assigning a verification status. Verification should therefore be treated as a process rather than simply a profile setting.

4.3 How to Submit Verification Information

If verification is available for your account, access the verification option from the appropriate area of your MZURI account or company dashboard.

Follow the instructions provided by MZURI and complete each required section carefully. Enter your business information exactly and review everything before submitting.

supporting information is requested, provide it through the designated verification process. Avoid sending verification information through



unrelated communication channels unless specifically instructed by MZURI.

Once your information has been submitted, allow the verification process to be completed. Depending on the information required and the review process, verification may not be immediate.

If additional information or clarification is requested, provide it as accurately as possible.

Before You Submit

Take a moment to check:

- Is the business information accurate?
- Does it match the information on your company profile?
- Have all required fields been completed?
- Is the supporting information clear and current?
- Have you reviewed the submission for errors?

Submitting accurate information from the beginning can help avoid unnecessary delays or the need to correct your application.

4.4 Understanding Verified and Unverified Status

Your verification status communicates whether your business or professional profile has completed the applicable MZURI verification process.

Verified

A Verified status indicates that the profile has successfully completed the applicable verification process.

This status can provide an additional level of confidence to people viewing the profile. However, verification should not be interpreted as a guarantee of the quality, pricing, performance, or suitability of a business for a particular project.

Users should continue to evaluate the professional based on the information available and their own project requirements.



Unverified

An **Unverified** status means that the profile has not completed or has not yet received verification through the applicable MZURI process.

An unverified profile is not automatically an indication that a business is unreliable. It simply means that the profile does not currently carry the applicable verified status.

Users should consider the full profile, available business information, experience, portfolio, services, communication, and other relevant factors when evaluating a professional.

4.5 Keeping Business Information Accurate

Verification is not the end of maintaining a trustworthy profile. Your business information should remain accurate after verification.

Businesses change over time. Contact details may change, services may expand, locations may change, team members may join or leave, and new projects may be completed.

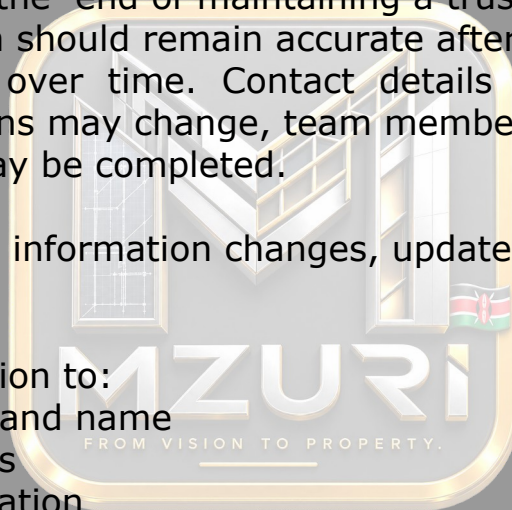
Whenever important information changes, update your MZURI profile as soon as possible.

Pay particular attention to:

- Company or brand name
- Business details
- Contact information
- Location
- Services and areas of expertise
- Team information
- Website and social links
- Projects and portfolio
- Other information used during verification

Keeping your profile current helps ensure that people are making decisions based on the most relevant information available.

Where a significant change affects information previously submitted for verification, follow any instructions MZURI provides regarding updates or re-verification.





Chapter 5: Listing Packages

Once your company profile is complete, the next step is to present the services your business offers. MZURI allows businesses to create listing packages that provide users with a clearer understanding of what they can expect when engaging a professional.

A package brings important service information together in one place. Instead of simply stating that your company provides a particular service, you can describe the service, explain what is included, indicate the applicable price or pricing structure, and provide other relevant information.

Well-structured packages make it easier for users to understand, compare, and select services that match their project requirements.

5.1 What Is a Listing Package?

A listing package is a structured presentation of a specific service or service offering provided by your business.

For example, an interior design company may offer different packages based on the scope of a project. An architect may provide different levels of architectural services, while a furnishing company may create packages around different furnishing requirements.

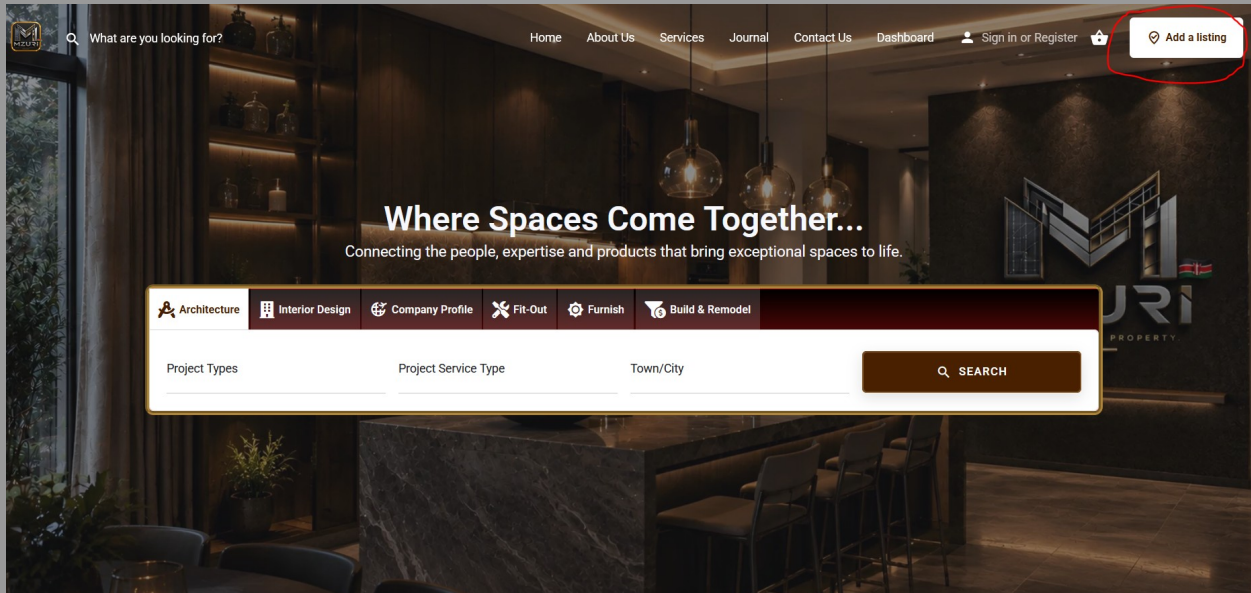
The purpose of a package is to move beyond a general description of your business and give users a clearer understanding of **what you offer and what they are getting**.

A package should therefore be specific, easy to understand, and relevant to the type of customer you want to reach.

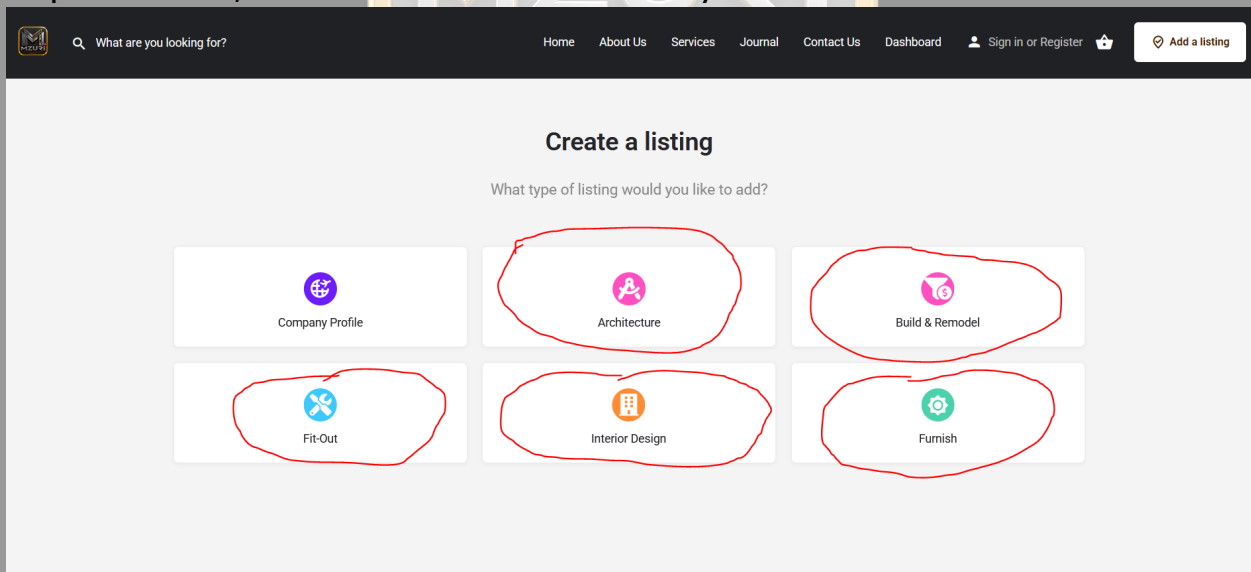


5.2 Creating a Listing Package

When creating a package, start by identifying the specific service you want to present.



Choose a package name that immediately tells the user what the service is. Avoid vague titles that require someone to read the entire package before understanding the offering. Provide a clear description of the service and explain what the package includes. If there are important conditions, limitations, timelines, or requirements, communicate them clearly.





Depending on the package fields available on MZURI, you may provide information such as:

- Package name
- Service or category
- Package description
- Services included
- Scope of work
- Pricing
- Duration or estimated timeline
- Location or service area
- Images or supporting media
- Other relevant package information

The information should give users enough context to understand whether the package is suitable for their needs.

i) Package Name

Your package name should be short, clear, and descriptive.

A good package name immediately communicates the service being offered. For example, instead of using a generic title such as **"Package 1,"** use a name that describes the actual service.

The name should help users quickly distinguish one package from another, especially when your company offers several services.



ii) Package Description

The package description explains what the customer can expect. Describe the purpose of the package, the type of project or need it is designed for, and the key services included.

Keep the description professional and straightforward. Avoid making promises that the package does not actually provide.

A useful description should help answer:

What is this package?

Who is it for?

What does it include?

What should the customer expect?

The clearer the description, the easier it becomes for users to make an informed decision.

iii) Services Included

Clearly identify the services or deliverables included in the package. For example, a package may include a consultation, design concept, drawings, site assessment, installation, project management, or another defined service depending on the business and category. Be specific about what is included and, where necessary, what is not included.

This reduces uncertainty and helps ensure that both the professional and the customer have a common understanding of the package before starting a project.

iv) Package Pricing

Where MZURI allows pricing to be provided, enter the applicable package price accurately.

Pricing can be particularly useful because it gives users another point of reference when evaluating different service options.

However, pricing should always reflect the actual structure of your service. Some professional services may have a fixed price, while others may depend on factors such as project size, scope, location, materials, or level of customization.



If the final cost depends on the project requirements, make this clear in the package information rather than presenting a price that could be misleading.

Transparent pricing creates clearer expectations.

v) Package Images

Where package images are supported, use high-quality visuals that are directly relevant to the service being offered.

Images can help users understand the nature and quality of the work. Use your own professional project images where possible and select visuals that accurately represent the service.

Avoid using unrelated stock images simply to make a package appear more attractive. The purpose of the image is to support the service description and give users a better understanding of what you provide.

vi) Creating Multiple Packages

Your business may offer different services, service levels, or solutions. Where appropriate, create separate packages rather than placing everything into one general package.

For example, a business could structure its offerings around:

Consultation → Design → Implementation → Complete Project

The exact structure will depend on your business and the services you provide.

Multiple packages can make your offerings easier to understand and allow users to identify the service that best matches their requirements and budget.

However, avoid creating unnecessary packages that are substantially identical. Each package should have a clear purpose and provide meaningful information.

vii) Keep Your Packages Accurate

Your packages should be reviewed regularly.

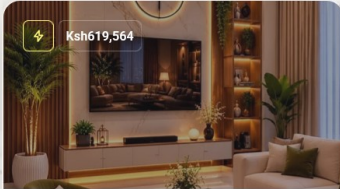
If your prices change, services are updated, package inclusions change, or a particular offering is no longer available, update the package information promptly.

An outdated package can create confusion and may lead to incorrect expectations between your business and potential customers.

Your MZURI profile should always present your current services as accurately as possible.

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5.3 Packages Make Comparison Easier

One of the important advantages of structured packages is that they give users information they can use when evaluating different professionals.

A user may discover several businesses offering a similar service. By reviewing their packages, the user can compare factors such as:

- Services included
- Scope of work
- Experience and expertise
- Pricing
- Project suitability
- Location or service area
- Expected deliverables



This means the decision is not based solely on who appears first in a search.

Better information gives users better choices.

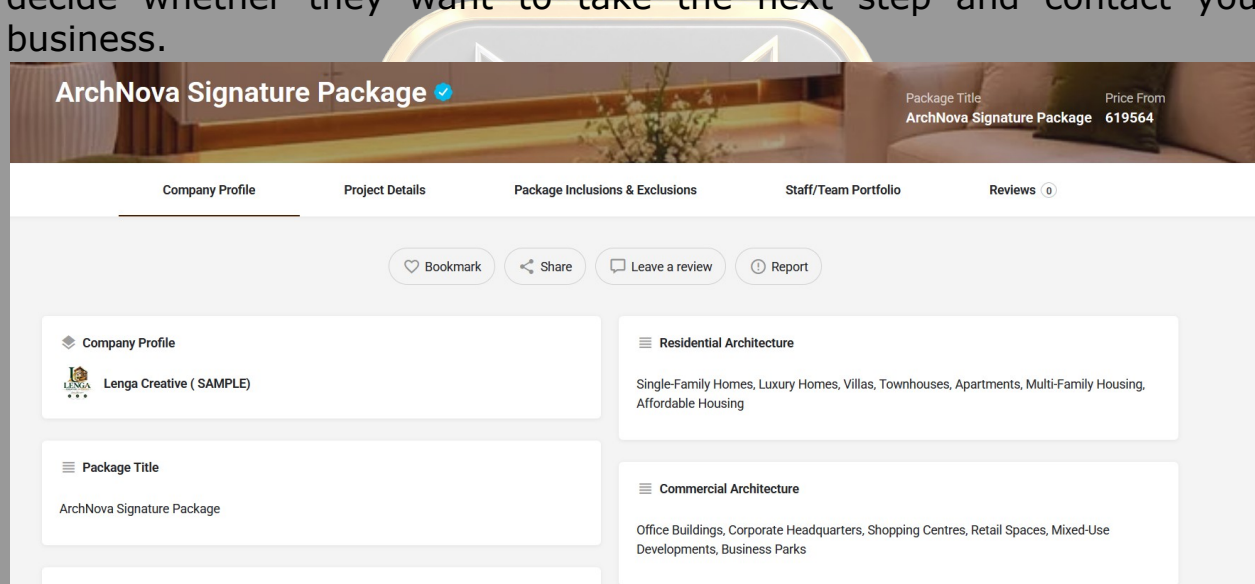
5.4 From Package to Connection

A package is not the end of the MZURI journey. It is part of the process of helping a user move from discovering a professional to understanding what that professional offers.

The journey becomes:

Discover → Understand → Compare → Connect

A well-presented package gives users the information they need to decide whether they want to take the next step and contact your business.



Make your packages clear enough that the user can understand the offering before starting the conversation.

Listing Package Checklist

Before publishing a package, make sure you have:

- Chosen the correct service or category
- Added a clear package name
- Written a useful package description
- Clearly explained what is included
- Defined the scope of work where necessary
- Added accurate pricing where applicable



- Provided relevant images where available
- Explained important conditions or requirements
- Reviewed the package for accuracy
- Confirmed that the package reflects your current offering

Turn Your Expertise Into Clear Opportunities

Your company profile tells people **who you are**.

Your portfolio shows them **what you have done**.

Your listing packages tell them **what you can offer them**.

By presenting your services clearly and transparently, you make it easier for potential clients to understand your offerings, compare their options, and take the next step toward connecting with your business.

Clear packages create clearer choices. Clearer choices create better connections.





Chapter 6: How Clients Use MZURI

Finding a professional is only the beginning. MZURI helps clients make informed decisions before they choose who to work with.

MZURI gives clients the tools to explore companies, understand what they offer, compare available packages, review pricing, check service coverage, and assess experience and verification. Instead of choosing a provider based only on appearance or price, clients can look at the information that matters before making contact.

6.1 Finding the Right Company

Clients can begin by searching MZURI based on the type of professional or service they need.

Whether a client is planning a new build, renovating a space, furnishing a property, or looking for a specialist, MZURI helps narrow the search to relevant providers.

Clients can explore:

- Company profiles
- Areas of specialization
- Services offered
- Location
- City or town coverage
- Experience
- Verification status
- Projects and portfolios
- Available packages



The goal is to make discovery more structured, so clients can move from **"Who can do this?"** to **"Which provider is right for me?"**

6.2 Checking Packages

Companies can present their services through structured **packages**.

Packages allow clients to understand what is included before contacting a provider.

Depending on the company, a package may include:

- Package name
- Description
- Services included
- Starting or fixed price
- Scope of work



- Deliverables
- Duration or timelines
- Location or coverage
- Additional options

This gives clients a clearer understanding of what they are considering and helps reduce uncertainty when comparing providers.

Tip: Always review what is included in a package, not just the displayed price. Two packages with similar prices may offer very different levels of service.

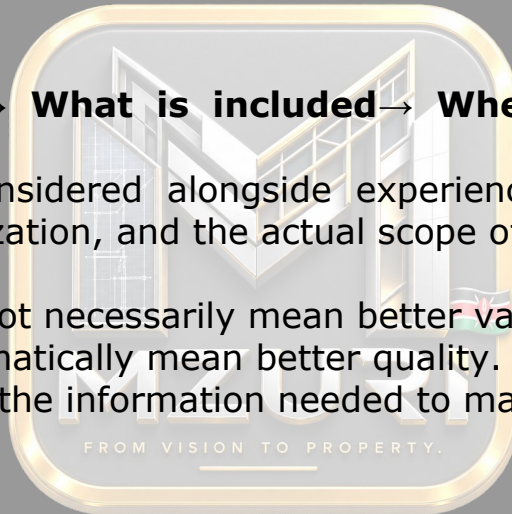
6.3 Comparing Prices

MZURI makes it easier for clients to evaluate pricing across providers. Clients can review the packages offered by different companies and compare:

What is offered → What is included → Where it is available → How much it costs

Price should be considered alongside experience, portfolio quality, verification, specialization, and the actual scope of the package.

A lower price does not necessarily mean better value, just as a higher price does not automatically mean better quality. MZURI gives clients the information needed to make that judgment for themselves.



6.4 Checking City & Town Coverage

A company may offer a particular service but not operate in the client's location.

MZURI therefore helps clients understand **where a company provides its services.**

Clients can check whether a provider covers:

- Their city
- Their town
- Nearby areas
- Multiple locations
- Specific service regions



This is especially important for property-related services where the provider may need to visit a site, manage work locally, or coordinate with other professionals.

Before contacting a company, confirm that your location falls within its stated service coverage.

6.5 Comparing Providers

Once clients identify several suitable companies, they can compare them based on the information available on their MZURI profiles.

Useful comparison points include:

What to Compare	Why It Matters
Specialization	Determines whether the company fits your specific needs
Packages	Shows what services are available
Pricing	Helps evaluate potential cost and value
Experience	Provides context about the provider's capabilities
Portfolio	Allows clients to review previous work
Verification	Helps clients understand the provider's verification status
Coverage	Confirms whether the company serves the required location

The objective is not simply to find the **cheapest provider**, but to find the provider that offers the **right combination of capability, experience, value, and trust**.

6.6 Reviewing Experience

Before choosing a company, clients should take time to understand its experience.

A company profile may provide information such as:

- Years of experience
- Areas of specialization
- Types of projects completed



- Previous work
- Industries or property types served
- Team capabilities
- Professional services offered

Clients can use this information to determine whether the company's background aligns with their project.

For example, a provider experienced in small residential renovations may not necessarily be the right choice for a large commercial development.

Experience should be relevant—not simply extensive.

6.7 Reviewing the Portfolio

The portfolio provides clients with an opportunity to see the company's work rather than relying entirely on descriptions.

Clients can review completed projects and look for:

- Quality of work
- Design approach
- Range of projects
- Attention to detail
- Relevant project experience
- Consistency across projects

When possible, clients should focus on projects that are similar to what they are planning.

6.8 Checking Verification

Verification is an important part of the MZURI experience.

Clients can check the company's verification status directly from its profile.

A **verified** status indicates that the company has completed the relevant MZURI verification process.

An **unverified** profile does not necessarily mean that the company is unsuitable. It simply means that the company does not currently have the applicable verified status on MZURI.

Clients should consider verification together with other information such as experience, portfolio, services, packages, and business details.

Remember: Verification is one part of the decision-making process—not a replacement for doing your own due diligence.



6.9 Contacting Businesses

After reviewing a company and deciding that it may be a good fit, clients can contact the business directly through the available contact options on its MZURI profile.

Before making contact, it can be helpful to prepare:

- A brief description of the project
- Your location
- The type of service required
- Your expected timeline
- Your approximate budget, where appropriate
- Any relevant project requirements

A clear initial enquiry helps the provider understand what you need and respond more effectively.

6.10 From Discovery to Decision

The MZURI client journey can be summarized in six simple steps:

1. DISCOVER

Find companies that offer the service you need.

2. EXPLORE

Review profiles, specializations, projects, and portfolios.

3. COMPARE

Compare packages, prices, experience, and coverage.

4. VERIFY

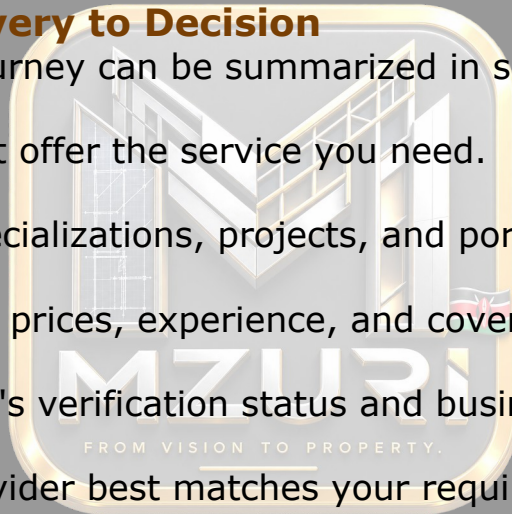
Check the company's verification status and business information.

5. EVALUATE

Consider which provider best matches your requirements.

6. CONNECT

Contact the business and begin the conversation.





MZURI helps clients move from searching to choosing with greater confidence.

The platform is designed to give clients **choice, information, and transparency**—so the final decision remains theirs.





Chapter 7: Account & Security

Your MZURI account gives you access to your profile, saved information, communications, and other platform features. Keeping your account information secure and understanding your available settings helps you maintain control over your MZURI experience.

7.1 Password Management

Your password is one of the most important ways to protect your MZURI account.

Clients should:

- Use a strong, unique password.
- Avoid sharing their password with anyone.
- Avoid using easily guessed information.
- Change their password if they believe their account may have been compromised.
- Use the available **Forgot Password** option if they cannot sign in.

If you receive unexpected activity or believe someone else may have accessed your account, change your password as soon as possible.

Security tip: Never share your MZURI password with another person, even if they claim to be helping you with your account.

7.2 Account Settings

The **Account Settings** area allows you to manage important aspects of your MZURI account.

Depending on the features available on your account, settings may include:

- Account information
- Contact details
- Password
- Communication preferences
- Notification preferences
- Privacy controls
- Other account-related options



Review your settings periodically and make sure your information and preferences remain accurate.

7.3 Profile Privacy

Your MZURI profile may contain information that helps businesses and other users understand who you are and what you are looking for.

Privacy settings help you control how your profile information is presented and shared on the platform.

Before publishing information, consider whether it is appropriate for your public profile.

Avoid placing sensitive personal information in areas that are intended to be publicly visible.

Remember: Only share information that is necessary for businesses to understand your requirements and communicate with you.

7.4 Managing Notifications

MZURI may send notifications to keep you informed about activity related to your account.

Notifications can help you stay up to date with things such as:

- Messages
- Business responses
- Account activity
- Platform updates
- Important account information

You can manage your notification preferences through your account settings where available.

If you are receiving too many notifications, adjust your preferences rather than ignoring important account communications.



7.5 Reporting Problems

If you encounter a problem while using MZURI, you can report it so that the appropriate team can review the issue.

You may want to report:

- Technical problems
- Incorrect information
- Suspicious activity
- Inappropriate content
- Problems with a business profile
- Issues with messaging or communication
- Other platform-related concerns

When reporting a problem, provide as much useful information as possible, including what happened, where it happened, and what you were trying to do.

If screenshots or other supporting information are available and appropriate, they may also help explain the issue.

7.6 Keeping Your Account Secure

A secure account starts with good account habits.

PROTECT → REVIEW → CONTROL → REPORT

PROTECT your password and account information.

REVIEW your account and privacy settings regularly.

CONTROL your profile and notification preferences.

REPORT suspicious activity or problems when you encounter them.

Your account. Your information. Your control.



Chapter 8: Getting Help

MZURI is designed to make it easier for clients and businesses to navigate the platform, manage their profiles, and connect with the right people. When you need assistance, MZURI provides support to help you resolve questions and platform-related issues.

8.1 MZURI Support

For assistance with your MZURI account or platform experience, contact the MZURI support team:

Email: support@mzurikenya.com

MZURI support can assist with areas such as:

- Account access
- Profile management
- Platform features
- Business listings
- Packages
- Verification
- Notifications
- Technical issues

When contacting support, clearly explain what you need help with so the issue can be understood and addressed efficiently.

8.2 Reporting an Issue

If something is not working as expected, you can report the issue to MZURI by emailing:

support@mzurikenya.com

When reporting a problem, provide:

- A clear explanation of the issue
- The feature or page where it occurred
- What you were trying to accomplish
- Any relevant error message
- The steps that led to the problem





The more specific your report is, the easier it is for the support team to understand the situation.

Tip: Never send your password or other sensitive account credentials when reporting a problem.

8.3 Account Assistance

MZURI support can help when you experience difficulties managing or accessing your account.

Common areas of account assistance may include:

- Sign-in problems
- Password-related issues
- Account settings
- Profile information
- Notification preferences
- Account-related questions

For security reasons, you may be asked to provide information necessary to verify that you are the account owner. Never send your password to support.

For account assistance, contact:

support@mzurikenya.com

8.4 Business Profile Assistance

Businesses using MZURI may need assistance managing their company presence on the platform.

Support can help with questions relating to:

- Business profile information
- Services and specializations
- Packages
- Portfolio and projects
- Business coverage
- Verification
- Profile visibility
- Updating business information

Businesses should keep their profiles accurate and up to date so that clients can make informed decisions.



For business profile assistance, contact:
support@mzurikenya.com

8.5 Getting the Right Help

When seeking assistance, start by identifying **what you need help with.**

ACCOUNT → Problems accessing or managing your account

PROFILE → Problems with your personal or business profile

PACKAGES → Questions about service packages and pricing

VERIFICATION → Questions about verification status or requirements

TECHNICAL → Something on the platform is not working correctly

REPORT → Something needs to be brought to MZURI's attention

Need help?

MZURI Support

support@mzurikenya.com

Start with the right information, and the MZURI support team can help you move forward.





Chapter 9: Conclusion & Important Information

9.1 Conclusion

MZURI is designed to make discovering and connecting with property professionals and service providers easier, more structured, and more transparent.

From finding the right company and exploring its experience to comparing packages, reviewing pricing, checking service coverage, viewing portfolios, and confirming verification status, MZURI gives clients the information they need to make more informed decisions.

For businesses and professionals, MZURI provides an opportunity to present their services, experience, projects, packages, portfolios, and business information to potential clients in one structured environment.

MZURI connects people across the property development ecosystem and helps turn discovery into meaningful connections.

Discover. Compare. Connect. Build with confidence.

9.2 What MZURI Connects

MZURI connects **property owners, developers, businesses, and clients** with verified professionals and service providers across:

- Architecture
- Construction
- Build & Remodel
- Interior Design
- Fit-Out
- Furnishing
- Property Development Services



The platform is designed to bring different parts of the property services ecosystem closer together, making it easier for clients to discover relevant providers and for businesses to showcase their capabilities.

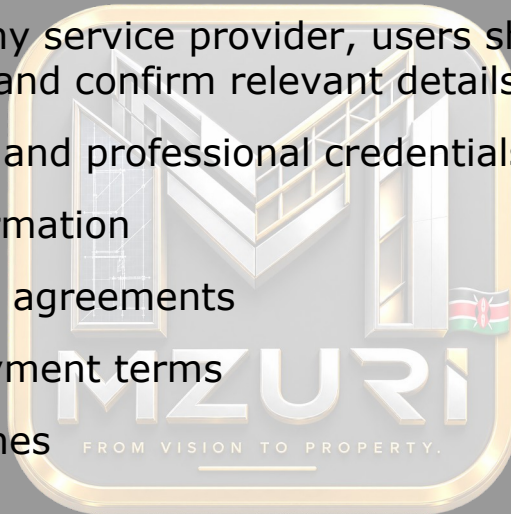
9.3 Information Provided by Service Providers

Business profiles, project details, pricing, portfolios, and service information on MZURI are provided by the respective businesses and service providers.

MZURI takes reasonable steps to support provider verification; however, users should not rely solely on a profile or verification status when making an important business or project decision.

Before engaging any service provider, users should conduct their own due diligence and confirm relevant details, including:

- Qualifications and professional credentials
- Business information
- Contracts and agreements
- Costs and payment terms
- Project timelines
- Deliverables
- Scope of work
- Terms and conditions
- Any other requirements relevant to the engagement





9.4 Your Responsibility as a User

MZURI provides information and facilitates connections, but users remain responsible for evaluating the professionals and businesses they choose to engage.

Before agreeing, take the time to ask questions, review documentation, compare options, and ensure that you fully understand the proposed service.

A verified profile can provide an additional level of information and confidence, but it should not replace independent due diligence.

9.5 MZURI's Role

MZURI is a **property services platform and marketplace** that facilitates connections between clients and professionals.

MZURI does not act as a party to agreements between users and service providers.

Accordingly, MZURI is not responsible for:

- Agreements between users and providers
- Transactions
- Workmanship
- Project outcomes
- Delays
- Disputes
- Services delivered by third parties
- The performance or non-performance of a service provider

Any agreement, transaction, or engagement entered into between a client and a service provider is between those parties.



9.6 Making Better Decisions with MZURI

MZURI is built around giving users greater **ACCESSIBILITY, TRUST, OPPORTUNITY, CHOICE, and INNOVATION** within the property services ecosystem.

Use the information available on the platform as a starting point for your decision-making process.

DISCOVER the right professionals.

EXPLORE their experience and capabilities.

COMPARE packages, pricing, and services.

CHECK verification and business information.

ASK questions and confirm important details.

CONNECT when you are confident in your choice.

MZURI — Connecting people, professionals, and possibilities across the property ecosystem.

Important Notice

MZURI connects property owners, developers, businesses, and clients with professionals and service providers across the property services ecosystem. Information displayed on MZURI is provided by the respective providers. Users are encouraged to conduct their own due diligence and independently confirm qualifications, contracts, costs, timelines, deliverables, and terms before engaging any service provider.

MZURI is a platform and marketplace that facilitates connections between clients and professionals. It is not responsible for agreements, transactions, workmanship, project outcomes, delays, disputes, or services delivered by third parties.

