# **Clean Home Cleaning Solutions Terms & Conditions for Domestic Customers**

By booking in a clean, either over the phone, email or text message the customer has a verbal or written agreement, and is bound to Clean Home Cleaning Solutions Terms and Conditions.

1. SERVICES

A. REGULAR DOMESTIC CLEANING

I. The customer agrees to sign and return the Agreement to Clean Home Cleaning Solutions prior to the first cleaning visit.

II. The customer agrees payment must be made within 7 days of completion of their clean by Bank Transfer or by Cash.

III. Clean Home Cleaning Solutions will suspend cleaning services if payments are missing or if paper work is not returned to us prior to the first cleaning visit. If payment is not received for a previous service and the next appointment arrives this will be suspended until payment has been received.

IV. Minimum duration of 1hour per cleaning visit applies for all domestic cleaning services.

V. We can only give a rough estimate of the duration of the cleaning service, which is based upon the meeting with the customer. Please note that duration may vary therefore a degree of flexibility is required. Also, the first clean/s may take a little longer than the rest of the duration booked or the full task list may not be completed until a later clean.

VI. Customer agrees to provide a vacuum cleaner and a mop if necessary and all cleaning equipment should be safe and in full working order. The customer remains liable for said appliances.

VII. Clean Home Cleaning Solutions will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

2. PAYMENTS

I. Payment is requested within 7 days of completion. An invoice will be sent on the day of completion.

II. Payment can be made in cash or by bank transfer.

III. Clean Home Cleaning Solutions will not share any of the customer’s details with a third party unless requested to do so by the customer for additional services.

IV. The Customer understands that any ‘late payments’ will be subject to additional charges.as outlined below.

**If payment is not made within 7 days of the date of the invoice an additional charge of 20% will be added after 8 days and then a further 20% of the current total every 7 days there after.**

3. COMPLAINTS AND CLAIMS

I. The customer accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.

II. If the customer has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been carried out and photographic evidence must be given.

III. Clean Home Cleaning Solutions will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.

IV. Complaints are accepted verbally over the phone and in writing (letter or email). Complaints must be reported on completion or in the following 24 hours.

V. All fragile and highly breakable items must be secured or removed.

VI. Key replacement/locksmith fees are paid only if keys are lost by our operatives.

VII. Clean Home Cleaning Solutions agrees to keep all customers’ information confidential.

VIII. In case of damage Clean Home Cleaning Solutions will repair the item at their cost. If the item cannot be repaired or the repair exceeds the insurance excess (see below) the an insurance claim will need to be initiated.

4. INSURANCE

I. Clean Home Cleaning Solutions has Public and Employer’s liability insurance. The policy will cover any accidental damage caused by an operator working on behalf of Clean Home, reported within 24 hours of service date.

II. There is £150 excess to be paid by the customer.

III. Clean Home Cleaning Solutions reserves the right to refuse to share any of the confidential company’s documents.

5. CUSTOMER SATISFACTION

I. Customer understands that he/she is not entitled to any refunds.

II. If the Customer is not completely satisfied with a cleaning job, Clean Home Cleaning Solutions will re-clean any areas and items to customer’s satisfaction. Therefore, the Customer must allow the cleaner to return.

III. Customer must be present at all times during the recovery-clean. Clean Home Cleaning Solutions reserves the right not to return a cleaner more than once.

6. LIABILITY

Clean Home Cleaning Solutions reserves the right not to be liable for:

Completing tasks which are not stated on our task list;

Cleaning jobs not complete due to no hot water or power;

Third party entering or present at the customer’s premises during the cleaning process;

Wear or discolouring of fabric becoming more visible once dirt has been removed;

Failing to remove old/permanent stains that cannot be removed.

Existing damage or spillage that cannot be cleaned/removed completely.

If the customer has items which need special cleaning methods and special cleaning detergents, Clean Home reserves the right to refuse the provision of the cleaning detergents.

7. CANCELLATION

A. REGULAR DOMESTIC CLEANING

I. Customer may cancel or adjust the time of cleaning visit/s by giving at least 24 hours advanced notice.

II. Customer agrees to pay the full price of a cleaning visit if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment.

III. Customer agrees to pay the full price of the cleaning visit in the event of a lock-out causing our cleaners to be turned away; no one home to let them in; or problem with customer’s keys.

IV. Customer agrees to pay the full price of their previously booked cleaning appointments for the TWO week cancellation notice if a full TWO weeks advanced notice is not given.

NAME.................................................................................................

ADDRESS....................................................................................................................

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SIGNATURE................................................................ DATE.........................................