

## TERMS AND CONDITIONS

1. The client understands that the price he/she has been quoted is including the labour, cleaning materials and equipment.
2. Cleaning Your Closet (Pty)Ltd reserves the right to amend the initial quotation should the Client's original requirements change.
3. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a home or office of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
4. Client agrees to provide access to running water and electricity. All cleaning materials and equipment needed for the required work will be provided by Cleaning Your Closet (Pty)Ltd
5. Client understands that the price he/she has been quoted is on a vacant/unfurnished property and everything that was agreed upon in written quote request form.
6. If a Cleaning Your Closet (Pty)Ltd operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a R100 charge will apply.
6. Cleaning Your Closet (Pty)Ltd will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
6. Cleaning Your Closet (Pty)Ltd reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment. Cleaning Your Closet (Pty)Ltd also will not continue with the job if for example water or power is not available or if there is interference in the work from the Client or any other person.
7. Any charges like parking fees will be added to the Client's invoice unless different agreement was made.
8. If the Client's premises are above the third floor of a building with no lift additional charge of R100 will apply
9. The Pre and Post Occupational Cleaning does not include cleaning of ceilings, windows that cannot be reached with a 3 step ladder, washing up, laundry and cleaning of furnishes.
10. Client is advised that an end of tenancy cleaning may take double the length of the time required for a general cleaning. After Builders Cleaning, or badly neglected homes may take up to three times longer than a well maintained home requiring the same service.
11. We do not guarantee the removal of stains

## PAYMENT TERMS

1. We accept the following:  
Internet Transfers/EFT  
Cash (Kindly note that no Cash Deposits will be accepted)
2. Please note that we do not accept Cheques.
3. A 50% deposit is required on signing and accepting the quotation. The deposit will confirm your booking to set up a suitable date for commencement of work. Outstanding payment is required on completion on the day of the cleaning session. ie Cash or Internet Transfer, if client does internet transfer the outstanding monies need to reflect in Cleaning Your Closet (Pty)Ltd bank account on the day of commencement of work.
4. Only reflecting funds will be accepted as confirmed payments.
5. The Client agrees and authorises Cleaning Your Closet (Pty)Ltd to charge any outstanding amount owed to Cleaning Your Closet (Pty)Ltd with regards to the cleaning services provided.
6. Client understands that any 'late payments' may be subject to additional charges.
7. If payment is not made after 30 days of invoice then the account will be passed to a collections agency, after which a charge of 15% on top of the initial invoice due, will be added to the debt. You agree as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.
8. Cleaning Your Closet (Pty)Ltd reserves the right to suspend cleaning services if payments are missing.
9. All payments must be made in South African Rands (ZAR).

## COMPLAINTS AND CLAIMS

1. Client 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.
2. Cleaning Your Closet (Pty)Ltd requires the presence of the Client or his/hers representative in the beginning and at the end of the cleaning session so an inspection can be carried out and if any corrections are needed, should be made on the same day. If a Client is not completely satisfied with the cleaning services, Cleaning Your Closet (Pty)Ltd will re-clean any areas and item/s before the completion of the service on the same day
3. If the Client has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been done.
4. Cleaning Your Closet (Pty)Ltd may take up to 5 working days to respond to a complaint.
5. Cleaning Your Closet (Pty)Ltd will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.
6. Complaints are accepted in writing (letter or e mail). Complaints must be reported on completion or in the following 24-hour.
7. Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a R300 per household liability limit.
8. Client should appreciate that carpets often will not have a consistent appearance after cleaning by reason of differences in wear and tear. Sunlight will sometimes cause fading in areas of the carpet and cleaning can not rectify this. Stains are not always visible before dirt is removed and it may not be possible to remove those stains completely. Cleaning Your Closet (Pty)Ltd will use its best efforts provide a good result but Clients are asked to be aware of these limitations which are common to all cleaning operations.
9. Cleaning Your Closet (Pty)Ltd reserves the right not to be responsible for: delay for a cleaning visit due to a traffic congestion, job not complete due to lack of hot water or power and, third party entering or present at Client's premises obstructing the cleaning process, accidental damages.

## INSURANCE

1. Cleaning Your Closet (Pty)Ltd has a Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Cleaning Your Closet (Pty)Ltd, reported within 24 hours of service date.
2. Insurance cover does not include anything that may break down or stop working at any time such as: dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, etc, any other items, instability of which the Client is already aware for such as bathroom appliances or any fixtures. The Client is obliged to warn the Company or the cleaner about appliances that are poorly fixed or not in full working order.

Cleaning Your Closet (Pty)Ltd reserves the right to refuse to share any of the confidential company's documents.

## CLIENT SATISFACTION

1. Client understands that he/she is not entitled to any refunds.
2. If the Client is not satisfied with the cleaning service provided and a complaint has been placed in the stated 24 hours after the job has been completed, Cleaning Your Closet (Pty)Ltd reserves the right to return a cleaner and re-clean any areas and items to Client's satisfaction. Therefore the Client must allow the cleaner to be returned and he/she should be at present at all times during the re-clean visit.
4. Cleaning Your Closet (Pty)Ltd reserves the right to return a cleaner not more than once.

## CANCELLATION

1. Client may cancel the scheduled cleaning job up to 24 hours prior to the agreed start time.
2. Client agrees to pay 50% of the quote as a cancellation fee if he/she cancels or changes the date/time less than 24 hours prior to the scheduled appointment.
3. Clients agrees to pay 50% of the quote as a cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at Client's premises or problem with clients keys. If keys are provided they must open the lock without any special efforts or skills.
4. The initial deposit that has been paid to Cleaning Your Closet (Pty)Ltd, the Client agrees that deposit funds may be used to cover the cancellation fee.

These terms and conditions shall be governed by the relevant South African law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of South Africa.

Cleaning Your Closet (Pty)Ltd. reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.

By ordering Cleaning Your Closet (Pty)Ltd service by telephone, e-mail, or messaging service the Client agrees to be bound by Cleaning Your Closet (Pty)Ltd terms and conditions.