

TERMS AND CONDITIONS

1. Cleaning Your Closet (Pty)Ltd provides services to meet your organising needs as outlined in our initial discussion and confirmation email. The success of our services is dependent upon your co-operation.
2. We will keep any information we receive confidential between us. We agree not to remove confidential information from your possession without written consent and we will not disclose any information that is confidential to you. Any written action plans provided by Cleaning Your Closet (Pty)Ltd remain confidential and are not to be used or disclosed to any third party without our consent.
3. At times we may recommend that you purchase goods from a third party. We are not a retailer. Whilst we may purchase products on your behalf, we do so with your consent, as your agent. Any faults or defects with the goods are the responsibility of the retailer and/or manufacturer and you hold any relevant rights against them.
4. Similarly, any recommendations for third party services are based upon our professional opinion and we do not warrant or guarantee the services or performance of any third party we might recommend. If you choose to engage a third party recommended by us, you do so under a separate and distinct agreement with that provider outside of these terms.
5. While we take the time and care to ensure that your property or possessions are not damaged in the provision of our services, we hold Liability Insurance in the event that accidental damage occurs.
6. You are responsible for doing all things necessary to ensure the safety of Cleaning Your Closet (Pty)Ltd representatives attending your premises and you are liable for any injury caused to our representatives and for any loss or damage to our property whilst on your premises.
7. Cleaning Your Closet (Pty)Ltd will only remove/dispose of items from the property as authorised by the client/property owner in writing.
8. Our services are conducted in the presence of the client/property owner unless we are provided with written authorisation from the client/property owner granting Cleaning Your Closet (Pty)Ltd access to the premises.

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 booked session, including reimbursement of goods purchased. 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 services provided, including purchases that may have been made on your behalf.
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 services if payments are missing.
9. All payments must be made in South African Rands (ZAR)

COMPLAINTS AND CLAIMS

1. Cleaning Your Closet (Pty)Ltd requires the presence of the Client or his/hers representative in the beginning and at the end of the session so an inspection can be carried out and if any corrections are needed, should be made on the same day.
2. If the Client has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the session has been done.
3. Cleaning Your Closet (Pty)Ltd may take up to 5 working days to respond to a complaint.
4. Cleaning Your Closet (Pty)Ltd will not accept a complaint based on an Inventory check report, filed more than 24-hour after the session.
5. Complaints are accepted in writing (letter or e mail). Complaints must be reported on completion or in the following 24-hour.
6. Cleaning Your Closet (Pty)Ltd reserves the right not to be responsible for: delay for a visit due to a traffic congestion, job not complete due to lack of power and, third party entering or present at Client's premises obstructing the session, 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 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 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 consultant and re-assess any areas and items to Client's satisfaction.
3. Cleaning Your Closet (Pty)Ltd reserves the right to return a consultant not more than once.

CANCELLATION

1. We require 48 hours notice for all booking cancellations in writing. We are happy to reschedule your appointment and will retain your deposit to secure your new booking.
2. If you do not provide us with 48 hours notice prior to cancellation/cancel on the day we will retain your deposit and issue you with an invoice for the remainder of the entire session fees, which will be payable within seven days.
3. If you cancel a booking more than 3 times, or you do not re-schedule an appointment within 30 days, your deposit will be forfeited.
4. Clients agrees to pay 50% of the quote as a cancellation fee in the event of a lock- out caused by our consultants being turned away; no one home to let them in; no power available at Client's premises.
5. 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.