



Brushed Clean

Cleaning Terms and Conditions

Definitions:

Brushed Clean = we, us, the cleaner

Client = you, your

A/The Clean = job quoted

Our Service

1. Please see the quote for scope of work.
2. A clean includes and is not limited to dusting, wiping, scrubbing, scraping, polishing, squeegeeing, use of cleaning chemicals, vacuuming, and mopping.
3. The price is as quoted, no extra fees, no surprises. You will always know the cost.
4. There is no lock in contracts with our services. The frequency is up to you.
5. Extra items are available, and these can be discussed with us prior to and on arrival and a new price agreed upon.
6. A home or office that has heavy dirt tracking, staining, mould, mildew, marking and dust may incur further charges. We will discuss any concerns about the condition of the property varying from reasonable expectations.
7. The full removal of odour/scent and stains is not guaranteed.
8. Quality work and customer satisfaction are a priority for us. We guarantee all our work. We will provide a free re-clean of spots missed during the initial clean within 72 hours from time of clean. You will not be charged for an incomplete job.
9. Photos may be used for marketing and verification purposes. Please tell us if you refuse.
10. Term and conditions may be updated and apply to the next clean after being provided to the client.

Service Appointments

11. Cleaning your property can occur with or without you being present. It's your choice. If away please provide clear instructions about access, providing keys or access code prior to appointment time.
12. We provide a two-hour time slot for arrival to our jobs.
13. If access is delayed, we will charge \$1 per minute, per cleaner, until this is provided.
14. If we arrive and are not provided access a full fee is charged.
15. The client provides free access to the areas that need cleaning.
16. Cancelling or rescheduling within 24 hours for clean will incur a 50% fee. Consideration of individual extenuating circumstances may be considered where we may choose to waive or adjust this charge.
17. Please notify us as soon as possible if rescheduling is needed.

Supplies

18. We bring all tools and equipment and cleaning products. You provide adequate lighting, electricity and hot and cold water.
19. If you prefer low-allergenic or eco-friendly chemicals, please inform us so we can quote accordingly. We are happy to use your own products although cannot guarantee cleaning results.
20. You provide consumables such as paper towels, toilet paper, soap, hand towels and tea towels.

Damage or Breakage

21. We hold public liability insurance. A current certificate is available on asking.
22. Before and after photos are taken to assist with accuracy of damage claims.
23. Decluttering or securing sentimental or priceless valuables away prior to our visit is encouraged to minimise any chance of damage.
24. Cleaning of chandeliers and delicate ornaments will be quoted as an extra.
25. Window cleaning:
 - a. You provide us with a glass scratch waiver. This removes us from liability for scratches on poor quality tempered glass which contains fabricated debris fused to the surface.
 - b. To the best of our ability, we will take photos of damage prior to us cleaning glass although prior damage may only show after cleaning.

- c. The client is to inform the cleaner if windows are made from specialised glass, such as low-E glass or Viridian SmartGlass™ and provide the specialised cleaning instructions.
- 26. All areas are expected to be free of clutter. Tidying is available as an additional service.
- 27. The client is responsible for damage related to faulty or improper installation of any item.
- 28. Surfaces such as marble, granite and hardwood is assumed sealed and ready to clean.

Scope of Service

- 29. Use of a two or three step ladder will be indicated on our quote.
- 30. Window cleaning includes the pane and silicon moulding only. Window frames, tracks and flyscreens are itemised independently.
- 31. Cleaning blood and human waste can be considered hazardous and potentially infectious, requiring special precautions and expertise. Please provide us with as much information as possible prior to the clean if handling and decontamination of such substances is required. This will incur extra fees.
- 32. Please indicate prior to our visit what type and how many animals occupy the area, so we have our equipment ready.
- 33. Pet waste is not generally included in a general clean. At our discretion this can be added for an extra fee.
- 34. Removal of stains and mold is not guaranteed related to lack of maintenance.
- 35. For occupational and health safety we are unable to move heavy furniture.

Safety

- 36. Please ensure small children and pets are safely separated from our cleaning technicians.
- 37. Please ensure a hazard free environment and take care after we have mopped.
- 38. For hygiene a toilet brush is provided by the client for each toilet.

Confidentiality/Security

- 39. We are entrusted into your property. Private and personal information will not be disclosed to any other person unless in pursuit of our duties or with specific permission from you.

40. Your registration data, your name, address, email address and phone number are kept secure under password protection.
41. All our cleaners are police checked.

Payments

42. Payments are due within 3 days of date of invoice.
43. Accepted payment methods include credit/debit card or bank transfer. Details are provided on the invoice. The invoice will be from sandra@brushedclean.com.au
44. We use reminders and notifications regarding upcoming and overdue payments. This can be in the form of email, text messages, or written notices.
45. We encourage open written communication to resolve any payment issues. Please use email, text, or a message app.
46. Overdue payments will have a grace period of 7 days from due date. A 2% interest rate, calculated monthly, will be charged, until payment is made.
47. Individual extenuating circumstances for late payments may be considered to waiver or adjust interest charged.
48. Engaging a debt collection agency or pursuing legal action will incur further fees as charged by the agency or law firms.

Marketing

49. At times we send emails, text, messages, or other forms of marketing. These will be infrequent. You can opt out of this information at any time. Type 'stop' on a text or unsubscribe from marketing emails at any time.