

## TERMS AND CONDITIONS

Extreme Bright Services Pty Ltd (EBS) reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.

### 1. REGULAR DOMESTIC AND COMMERCIAL CLEANING SERVICES

- 1.1 Minimum of 2 hours per cleaning visit applies.
- 1.2 EBS provides regular domestic cleaning from \$39.00 per hour for cleaning services organised on weekly, fortnightly or monthly basis. Regular commercial cleaning is charged from \$39.00 per hour on weekly, fortnightly or monthly basis.
- 1.3 EBS reserves the right to suspend any regular cleaning services if payments are remaining unpaid.
- 1.4 If any estimates of how long it will take our team cleaners 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, as it is difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
- 1.5 Client agrees to provide a list of tasks and EBS agrees to provide all cleaning materials and equipment needed for the required work, unless other arrangements have been made.
- 1.6 All cleaning equipment provided by EBS should be safe and in full working order.
- 1.7 Client understands that the price he/she has been quoted does not include anything apart from the list of tasks he/she requested. Any cleaning outside the booking scope will cost extra.
- 1.8 If an EBS cleaner 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 \$45.00 charge will apply.
- 1.9 EBS will not be responsible for triggering any alarm systems. Client should give any special instructions for deactivation/activation of any household alarm systems.
- 1.10 The pricing of the services provided to the client is based on the information given to EBS by the client and our industry knowledge.
- 1.11 EBS reserves the right to requote a service to reflect the monetary value required to complete the service to an acceptable state, in the state, that our cleaning teams arrive at the premises and discover that the premises are: larger, dirtier and not cleared of belongings, containing large volumes of rubbish, or adding more tasks/services to be completed as requested by the client.
- 1.12 EBS reserves the right not to continue with the job if on inspection, it is found that the premises to be cleaned is not suitable for cleaning. EBS 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.
- 1.13 48 hours' notice is required for booking changes/cancellation, otherwise call-out fees apply. The client agrees to pay the \$50 cancellation/call-out fee if the client cancels or changes the day/time less than 48 hours prior to the scheduled appointment.
- 1.14 To ensure our client's satisfaction on the quality of the end result of the cleaning job and subject to our client's approval, EBS cleaner will be taking "before and after" photos as an indication that the premises have been thoroughly cleaned.

### 2. END OF LEASE CLEANING / ONE-OFF AND SPRING CLEANING/AFTER BUILDERS CLEANING

- 2.1 If any estimates of how long it will take our team cleaners to do the job required are being provided, that is only an estimate based on the average time it takes to clean a property of similar size to the client's, as it is difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
- 2.2 Client agrees to provide a task list and EBS agrees to provide all cleaning materials and equipment required to carry out the service, unless other arrangements have been made.
- 2.3 All cleaning equipment provided by EBS are safe and in full working order.

- 2.4 Client understands that the price he/she has been quoted does not include anything apart from the list of tasks he/she requested. Any cleaning outside the booking scope will cost extra.
- 2.5 EBS will not be responsible for triggering any alarm systems. Client should give any special instructions for deactivation/activation of any household alarm systems.
- 2.6 Any items that can become an obstruction must be removed prior to the cleaning service. EBS cleaner will take no responsibility for any items being moved before or after the cleaning.
- 2.7 EBS reserves the right not to continue with the job, if on inspection, it is found that the premises to be cleaned is not suitable for cleaning. EBS 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.
- 2.8 48 hours' notice is required for booking changes/cancellation, otherwise call-out fees apply. The client agrees to pay the \$50 cancellation/call-out fee if the client cancels or changes the day/time less than 48 hours prior to the scheduled appointment.
- 2.9 To ensure our client's satisfaction on the quality of the end result of the cleaning job and subject to our client's approval, EBS cleaner will be taking "before and after" photos as an indication that the premises have been thoroughly cleaned.

### 3. STEAM CARPET CLEANING SERVICES

- 3.1 EBS reserves the right to amend the initial quotation should the client's original requirements change.
- 3.2 EBS will not be responsible for failing to remove stains that cannot be removed using normal carpet steam cleaning methods. EBS will not be responsible for discolouring of fabrics that become more visible once soil has been removed.
- 3.3 Differences in excess of 10% will be discussed with the client prior to the start of the work.
- 3.4 If the client has a dog, cat or other hairy animal hair slowing down the cleaning process, an additional 30% extra charge will be added to the service price.
- 3.5 If water extraction is required due to flooding, an additional 30% extra charge will be added to the service price.
- 3.6 If the client's premises are above the third floor of a building with no lift, an additional charge of \$40.00 will apply.
- 3.7 EBS reserves the right not to continue with the job if on inspection, it is found that the carpet to be cleaned or treated is not suitable for cleaning. EBS 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.
- 3.8 EBS cleaner will be taking a before & after photos as a requirement (protocol) to prove that the job has been done subject to approval from the client.

### 4. PAYMENTS

- 4.1 Payments may be made via credit card and bank transfer.
- 4.2 Payment is requested before the scheduled date of job to ensure that the date and time shall not be given out to another booking.
- 4.3 If payment is made by bank transfer, this must be processed 3 working days prior to booking. EBS reserves the right to cancel an appointment if no payment has been received.
- 4.4 The Client agrees to provide EBS with their valid credit card details at the time of booking and authorises EBS to debit any card with an amount equal to any service and/or cancellation fees that may apply under this Agreement.
- 4.5 If payment is made by credit card, the terms by our Payment Provider are incorporated into this Agreement and will prevail

over this Agreement to the extent of any inconsistency in relation to the provision of the Payment Account. A 2.5% surcharge shall be charged in respect of a Card transaction. Surcharge Fees may be amended or changed from time to time without prior notice.

- 4.6 If any extra payment is required, the payment must be made in full prior to or at the time of service.
- 4.7 Client understands that any 'late payments' may be subject to additional charges.
- 4.8 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. The client agrees, as part of this contract, to pay this sum which represents our reasonable costs in collecting the unpaid amounts.
- 4.9 All payments must be made in Australian dollars.

## 5. COMPLAINTS AND CLAIMS

- 5.1 If a job is done unsatisfactorily, the client accepts and understands that it must be reported within 48 hours from the service date. Failure to do so will not entitle the client for a redo policy.
- 5.2 EBS requires the presence of the client or his/her 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, EBS will re-clean any areas before the completion of the service on the same day. EBS reserves the right to reschedule the service date on a later date.
- 5.3 If the client has scheduled an inventory check, then it must be scheduled to commence no later than 48 hours after the cleaning job has been done.
- 5.4 EBS may take up to 2 working days to respond to a complaint.
- 5.5 EBS will not accept a complaint based on an inventory check report, filed more than 48-hour after the cleaning session.
- 5.6 Complaints must be reported on completion or in the following 48-hour.
- 5.7 All fragile and highly breakable items must be secured or removed by the client.
- 5.8 Key replacement/locksmith fees are paid only if keys are lost by our team cleaners.
- 5.9 Client should appreciate that carpets often will not have a consistent appearance after cleaning due to differences in wear and tear. Sunlight will sometimes cause fading in areas of the carpet and cleaning cannot rectify this. Stains are not always visible before dirt is removed and it may not be possible to remove those stains completely. EBS will use its best efforts to provide a good result but clients are asked to be aware of these limitations which are common to all cleaning operations.
- 5.10 In case of damage, EBS will try to repair the item/s if it agrees that it caused the damage. If the item/s cannot be repaired, EBS will rectify the problem through its insurance company by crediting the client with the item/s if it is proven to be by our team cleaners.
- 5.11 EBS 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.

## 6. INSURANCE

- 6.1 EBS has a Public and Property Liability Insurance. The policy will cover any accidental damages caused by a cleaner working on behalf of EBS, reported **immediately** on completion of service date.
- 6.2 EBS reserves the right to refuse to share any of the confidential company's documents.

## 7. CLIENT SATISFACTION

- 7.1 Client understands that he/she is not entitled to any refunds.
- 7.2 If the client is not satisfied with the cleaning service provided and a complaint has been placed in the stated 48 hours after the job has been completed, EBS reserves the right to return a cleaner and re-clean any areas 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.
- 7.3 EBS reserves the right to return a cleaner not more than once.

## 8. CANCELLATION

- 8.1 Client may suspend, postpone or cancel the scheduled cleaning with at least 2 working or business days' notice prior to the agreed start time.
- 8.2 In the event that such notice has been given, EBS will endeavour to reschedule the Service if required.
- 8.3 In the event that the Client does not provide 2 working or business days' notice prior to the commencement of the Service, the Client agrees to pay a cancellation fee of 50% (inclusive of GST) of the quote for administrative costs and loss.
- 8.2 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 is home to let them in, no water or power available at client's premises or problem with client's keys. If keys are provided, our team cleaners must open the lock without any special efforts or skills.
- 8.3 If an initial deposit has been paid to EBS then client agrees that deposit funds may be used to cover the cancellation fee.
- 8.4 If payment is made by credit card, where Client decides to cancel the job within the allowable period of 24 hours prior to the agreed start time. EBS reserves the right not to include in the refund the surcharge fee of 2.5%.

## 9. AFTER CANCELLATION OF THE CLEANING SERVICE

- 9.1 By entering into a service agreement with EBS, the client agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the client by EBS.
- 9.2 These terms and conditions shall be governed by the relevant Australian law, and by agreeing to be bound by them, the client to submit to the exclusive jurisdiction of the relevant courts of Australia. EBS reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.

## 10. REDO AND REFUND POLICY

- 10.1 Extreme Bright Services, accepts redo clean but do not refund payments.
- 10.2 To be eligible for a redo, the client accepts and understands that it must be reported within 48 hours from the service date. Failure to do so will not entitle the client for a redo policy and shall strictly impose the "No Refund Policy".
- 10.3 If payment is made by credit card, where Client decides to cancel the job, EBS reserves the right not to include in the refund the surcharge fee of 2.5%.