

TERMS & CONDITIONS

My Treasure (Cleaners)
Clients Terms & Conditions
Effective Date: 3rd Jan 2015

Introduction

- (i) This Website is owned and operated by My Treasure. We are registered in the UK (technically "England & Wales") under company number 0000000. Our registered office is at 67 Lancaster Road, Chafford Hundred, Essex RM16 6EA. Our other contact details are specified on our Website.
- (ii) Please read these terms and conditions carefully. They cancel and replace any previous versions. By registering on or using our Website (as defined below) you agree to be bound by these terms and conditions. Please print or save these terms for future use as we will not keep a file copy specifically for the transaction with you and we cannot guarantee that they will remain accessible on our Website in future.
- (iii) Where you communicate on behalf of a company/organisation, you promise that you have authority to act on behalf of that entity.

DEEP/ONE-OFF SPRING CLEANING

1. Definitions

1.1. In these Terms of Business the following definitions apply:

"The Company", "Us", "We" – means

My Treasure
67 Lancaster Road
Chafford Hundred
Essex

"Service Provider", "Cleaning Specialist" – means the person/cleaner providing cleaning services on behalf of the Company.

"Client" – means the person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the cleaning service is provided by the Company.

"Client's Address" – means the address where the Client has requested the cleaning service to be provided.

"Services", "Deep Cleaning", "One-off Spring Cleaning" – means the cleaning services carried out or to be carried out on behalf of the Company.

"Cleaning Visit" – means the visit to the Client's address by the Service Provider in order to carry out the Service.

"Booking" – means a booking which you make on our website or over the phone

1.2. Unless the context requires otherwise, reference to the singular include the plural and reference to the masculine include the feminine and vice versa.

1.3. The Headings contained in these Terms are for convenience only and don't affect their interpretations.

2. Quotations

2.1. Deep/One-off Cleaning is charged by taking into account the current condition, number of rooms, bathrooms, WCs, shower rooms and en-suites. The number of Specialist Cleaners in a team cannot affect the initially quoted price.

2.2 The quoted price doesn't include extras like: carpet and upholstery steam cleaning, washing up dishes, dusting books, cleaning walls/ceilings, cleaning balconies/terraces, cleaning patios/gardens/. Those extra services are stand-alone service and chargeable separately.

2.3. The Company uses national average room sizes when calculating quotations over the phone but it is subject to change upon physical assessment of the property.

2.4. All quotations are given by the Company following a request by the Client and will remain open to acceptance for a period of 30 days from their date.

2.5. The Company reserves the right to amend the initial quotation, should the Client's original requirements change.

3. Equipment

3.1. The Company can provide all cleaning materials for an additional charge of 20% on cleaning service bill. The Company also can provide all cleaning equipment for an additional charge of 20% on cleaning service bill.

3.2. The Client must provide running water, electricity and sufficient light at the premises where the cleaning services take place.

4. Payment

4.1 The Client must make payment either by cash, bank transfer or PayPal before the Service Provider leaves the Client's property.

4.2 The Company reserves the right to cancel cleaning service without notice due to declined PayPal transactions or non-cleared funds.

4.3 Although greatly appreciated and a powerful way to say 'Thank You', the Client understands that tipping is not required.

4.4 We reserve the right to cancel any contract and back charge additional for a past cleaning service to reflect the balance of the standard rate(s) if any misleading or false information was used to obtain discounted service.

4.5. Any bank charges incurred due to a Client's cheque being returned unpaid will be passed to the Client at a flat rate of £25.00 per cheque.

4.6 Where such alternative arrangement has been made the Client must make payment within 14 days of the invoice date.

4.7 The rates of payment by the Company will be as agreed between the Company and the Client, or his representative. The Client will make no reduction or retention from the sum due under any invoice.

5. Cancellation

5.1. The Client can cancel the booking by providing a written notice to be received by us not less than 24 hours prior to the service start.

5.2. If the Client needs to change a cleaning day or time, the Company will do its best to accommodate such request. Any changes to booked cleaning service are subject to a 24 hours prior notice and availability.

6. Refunds

6.1. Refund will be issued only if:

6.1.1 The Client has cancelled a cleaning service within the allowed time of 24 hours prior to the start of the cleaning service;

6.1.2 A Service Provider has not been able to provide the cleaning due to reasons beyond the Client's responsibility.

7. Complaints

7.1. The Company request that complaints be provided in writing by email to complaints@mytreasurecleaners.com within reasonable time of cleaning services completion, to ensure that the details are received in a clear and complete manner.

7.2. All services will be deemed to have been provided to the Client's satisfaction unless a written notice detailing the complaint is received by Us within reasonable time of cleaning services completion. We will

fully investigate any complaint and attempt to resolve it to the satisfaction of the Client, or alternatively to a reasonable standard.

7.3. The Client agrees to allow the Company back to re-clean any disputed areas or repair damaged items, before making any attempts to clean those areas himself or arranging a third party to provide cleaning or repair service with regards to the above. Failure to do so will void our Company Guarantee and we shall consider the matter fully settled.

8. Claims

8.1. The Client agrees that due to the nature of the cleaning services the Company guarantees only to correct any problems reported within reasonable time of the completion of the cleaning services. Failure to do so will entitle the Client to nothing.

8.2. We may require entry to the property of the claim as soon as possible in order to rectify the problem.

8.3. The Client agrees to inspect the work immediately upon a cleaning service is done and to draw the Service Provider's attention to any outstanding issues while they are still on site. The Cleaning Specialist will provide any such additional work to the Client's complete satisfaction.

8.4. If the Client or any third party instructed by the Client is not present at the time of completion of the cleaning services to inspect the work then no claims regarding any cleaning issues can be made.

8.5. If the Client instructs a third party to inspect the result from the cleaning services then the Company must be notified before completion of the cleaning services.

8.6. In case of a third party inspecting or refusing to inspect the result from the cleaning service then the Company can't be held responsible for rectifying any outstanding cleaning issues not mentioned by the third party.

8.7. Any refunds or adjustments must be requested to the Company directly and subject to approval by the Company.

8.8. The Client waives his right to stop payment on his cheque or cash charge unless the Company fails to make good on the guarantee shown in part 13.

8.9. While the Service Providers make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, We requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and /or not cleaned by the Cleaning Specialist.

8.10. In case of damage, the Service Providers are required on the Company's agreements with them to supply Us with an indemnity insurance policy before we take them on; and this covers unexpected damage and unforeseen accident that may happen in the course of carrying out the cleaning service.

8.11. The Company/Service Provider will not be responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e., marble, granite, wood etc.) are assumed sealed and ready to clean without causing harm.

8.12. No claims will be entertained if the Client has an outstanding balance aged more than 14 days.

9. Liability

9.1. The Company will not be liable under any circumstances for any loss, expenses, damages, delays, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with:

9.1.1 Its failure to provide its services as a result of factors that are beyond its control. Factors beyond its control include acts of flood, severe weather condition, and inability to gain access to premises, lack of appropriate resources, such as water, electricity, and lighting;

9.1.2 Late arrival of Service Provider at the service address. The Company endeavours to be right on time on any visit but sometimes due to transport related and other problems which are beyond the Company's control, the Service Provider may arrive with a delay or the cleaning service may be re-scheduled.

9.1.3 An existing damage to Client's property in the form of old stains/burns/spillages etc. which can't be cleaned/removed completely by the Cleaning Specialist using the industry standard cleaning methods;

9.1.4 Non satisfactory result from the cleaning services due to the Client or third party walking on wet floor or using appliances during or shortly after the cleaning service;

9.2. We will not be liable for any damages worth £40.00 or less.

9.3. The Company shall not be liable for any odours arising during and/or after cleaning when this is due to factors such as, lack of ventilation, and/or appropriate heating.

9.4. The Company will not be liable under any circumstances for any loss, expenses, damages, delays, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client if the Client has an outstanding balance aged 14 days or more from the date the payment was due.

10. Supplementary Terms

10.1. If the Client requests key/s to be collected by the Service Provider from an address outside the postal code of the Client's address then a £5.00 charge will apply. The charge will cover only the pick-up of key/s. If said key/s needs to be returned back to the pick-up address or any other address, another charge of £5.00 will apply.

10.2. If any estimates of how long it will take the Service Provider to do the job required are being carried out, that is only an estimate based on the average time it takes to clean a property 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.

10.3. The quotation excludes the clearing of debris created by tradesman or building work unless otherwise stated.

10.4. Service Providers are happy to move furniture. Due to Health and Safety regulations one Cleaning Specialist will attempt to move only furniture that requires no more than one person.

10.5. We will arrange an immediate replacement should a Service Provider cannot attend a scheduled visit, and will inform the Client prior to the visit.

10.6. All fragile and highly breakable items should be secured or removed.

10.7. The Client will ensure that all valuables are stored away when work is provided and that the property is supervised by the Client or his representative at all times during the course of the work. The Company will not be responsible for the Client failure to comply with this obligation.

10.8. The provisions of this contract are not intended to confer any benefit upon Third parties and the provisions of the Contracts (Rights of Third Parties) Act 1999, are hereby expressly excluded from this agreement.

10.9. We reserve the right to make any changes to any part of these Terms and Conditions without giving any prior notice. The Company may add to or alter these Terms and Conditions from time to time and any alterations or additions will apply to new business but not to existing contracts.

11. Our Guarantee

11.1 The Company has built its business and reputation by providing its Clients with the best possible cleaning services available. Still, the Company realises, that because Service Providers are human beings, they sometimes make mistakes. For this reason, We offer you a guarantee. If the Client is not satisfied with the Company's cleaning services for any reason, the Service Provider will come back to the Client's property and re-clean to his complete satisfaction.

11.2 Our guarantee is subject to a complaints notice no later than 24 hours after the cleaning service is done.

12. Referral Credit

12.1. Every Client of the Company will receive a one-time credit of £10.00 for referring our cleaning service to another Client. Credit will be issued after we receive cleared funds from the new Client.

13. Law

13.1 These Terms are governed by the laws of England and Wales, and are subject to the exclusive jurisdiction of the Courts of England, and Wales.