EFFECTIVE CLEANING SERVICES

Effective Cleaning Services Limited

For the

Client

1. Cupboards and shelves must be emptied by the owner before cleaning them
2. The fridge must be switched off a day before the cleaning
3. The owner must make sure there is a supply of hot water
4. We clean pictures on the walls however we won't clean any picture which is loose
5. If a cancellation is made when the cleaners have already arrived at your place a cancellation fee of €50 will be charged in case of general cleaning, in case of deep cleaning a cancellation fee of €100 will be charged.
6. If you offer the cleaners anything from your house, please give them a note to confirm that
7. Products and equipment are supplied by us for deep cleaning
8. If you are not happy with the service notify us within 12 hours and we will come and clean the areas concerned. After 12 hours there is nothing, we can do. **There is no refund for the service offered we will clean areas you are not happy with.**
9. Although we are professionals, we are not miracle workers. Some areas may have suffered from wear and tear, paint and rust and will never look as new as you may like. In such cases we will let you know about it.
10. If our cleaners break something they will notify you immediately and please let us know so that we can agree a compensation. Our workers rarely break anything, but mistakes happen sometimes.
11. When the job starts, give the cleaners a chance. Stop meddling until they are done and call you for inspection, unless you really feel something is going wrong.
12. Payment is expected in fully in Card/Online/Bank Transfer before the cleaning unless you are billed monthly, or you are a business client
13. A transport fee is charged for all deep cleaning jobs to carry equipment and chemicals. The customer service agent handling your case will let you know
14. When the cleaners are done cleaning, you have to be there to inspect the work. If you are not in the house, it will be understood that you are satisfied with the work done.
15. If our cleaner arrives at your home and more than 30 minutes have passed since the agreed cleaning time and there is no one to open the door, depending on the type of cleaning, there will be different consequences. If it is a general cleaning, the cleaning will be considered completed, with no option for reimbursement or change of day. If it is a deep cleaning, 100€ of the money paid will be lost.
16. Communications with you are mainly carried out via email, so it is important that you keep an eye on your email, especially in the hours before your cleaning in case there are any unforeseen circumstances.
17. This customer policy is deemed to be accepted at the time you contract one of our services.