Effective Cleaning Services Limited

For the

Client

1. Cupboards and shelves must be emptied by the owner before cleaning them where the cleaner does not have time to empty them we charge extra and we are not liable for the breakage of things
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 that is loose
5. If a cancellation is made when the cleaners have already arrived at your place a €100 cancellation fee 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 cash/card/online before the cleaning unless you are billed monthly or you are a business client
13. A transport fee may be charged for some locations 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.

Client Signature: …………………………………………………………………….

Company Representative Signature……………………………………………

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