

# THOROUGH TOUCH CLEANING SERVICE

## Terms and Conditions

### ***Quotation Validity***

Quotations are valid for 14 days from the date issued unless otherwise stated.

### ***Booking Confirmation***

Bookings are confirmed only after acceptance of the quotation and payment of any required deposit.

### ***Payment Terms***

Payment is due immediately upon completion of the service unless prior arrangements have been made. Payments can be made via bank transfer or cash.

### ***Deposits***

For large projects or bookings exceeding one day, a deposit may be required before work commences.

### ***Cancellation Policy***

Cancellations made less than 24 hours before the scheduled service may incur a cancellation fee.

### ***Access to Property***

Clients are responsible for providing access to the property at the agreed time. Delays may result in additional charges.

### ***Additional Work***

Additional services requested outside the agreed quotation will be charged separately and approved by the client before work begins.

### ***Client Responsibilities***

Clients should secure valuable, fragile, or sentimental items before the cleaning service begins.

### ***Damages***

Any damages must be reported within 24 hours of service completion.

### ***Health and Safety***

The company reserves the right to refuse work in unsafe or hazardous conditions.

***Satisfaction Guarantee***

If you are not satisfied with the service provided, please notify us within 24 hours and we will work to resolve the issue.

***Late Payments***

Outstanding balances not settled within the agreed period may be subject to additional charges.

***Acceptance of Terms***

Acceptance of the quotation or use of the service constitutes acceptance of these terms and conditions.

*By accepting a quotation or using the service, the client agrees to these Terms and Conditions.*