



AUCKLAND CLEANERS

P.O. Box 15-033
New Lynn 0640

Customer Service Agreement

These terms and conditions constitute the full and complete service agreement (the "Agreement") between the " Customer " and Auckland Cleaners ("AC" for brevity) for the provision of services by Auckland Cleaners .

1. Cleaning Services

- (a) Subject to the terms of this Agreement, AC agrees to provide domestic/commercial cleaning services (the "Service") to the Customer at an address specified by the Customer (the "Premises").
- (b) The Service will be for such cleaning duties as agreed with the Customer at the time of booking.
- (c) AC will provide one or more cleaners (the "Cleaner") to attend the Premises to provide the Service at a time and date mutually agreed between AC and the Customer (the "Service Time").
- (d) AC endeavours to provide the Service faithfully, diligently and in a timely and professional manner.

2. Additions and Amendments

- (a) Any changes to the Service to be provided must be agreed by AC prior to the Service Time.
- (b) If the Customer requires any additional services or variations at the time the Service is being performed, the Customer must first contact AC by telephone , who may agree to provide the additional services in its absolute discretion. The Cleaner is not authorized to agree to any changes to the Service being provided. The Customer must not request such changes directly from the Cleaner.
- (c) If AC attends a job site with the provision that a job has been confirmed by a client and the services are no longer needed or warranted without at least 24 Hours' notice AC will charge a call out fee of \$60 at its discretion.

3. Customer Representations and Warranties

The Customer represents and warrants that:

- (a) They will provide a safe working environment at the Premises for the Cleaner to perform the Service;
- (b) The Cleaner will have unencumbered and unobstructed access to those areas of the Premises requiring the Service;
- (c) They will provide the Cleaner with access to all services and utilities (including hot and cold water, electricity, and rubbish bins) as required by the Cleaner to provide the Service;
- (d) All cleaning equipment and materials provided by the Customer are safe, have not been tampered with and are in full working order;
- (e) It will advise AC prior to the commencement of the Service of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime at the Premises;
- (f) If the Customer requires the Cleaner to clean behind or under any heavy items (e.g. a fridge, bookshelves or other furniture), they will move those items prior to the commencement of the Service;
- (g) It will secure or remove any fragile, delicate, breakable or valuable items, including cash, jewellery, works of art, antiques, or items of sentimental value prior to the commencement of the Service.

4. Health and Safety Risks

In addition to the obligations and warranties set out in clause 3 above, the Customer acknowledge and agrees that:

- (a) The Cleaner is entitled to undertake a job safety analysis before the commencement of any work to assess the health and safety risk at the Premises. Any windows that require cleaning between the height of 2m and 5m, the Cleaner can use the extension pole. Any above the height of 5m may require special equipment which can be provided at Customer's expense.
- (b) The Cleaner may, either before or during the provision of the Service not use or cease using any materials or cleaning equipment provided by the Customer if the Cleaner thinks, in their absolute discretion, that the use of such materials or cleaning equipment poses a risk to health and safety.
- (c) The Cleaner may, either before or during the provision of the Service not provide or cease the provision of the Service where carrying out the Service presents, in the absolute discretion of the Cleaner, a risk to health and safety.
- (d) Abuse or assault, verbal or physical, on our staff will not be tolerated and legal action will be taken against any Customer or 3rd party who is in breach of this.

5. No Engagement of Cleaners

- (a) The Customer acknowledges AC invests significant resources in recruiting, selecting and training its Cleaners. Unless AC gives prior written permission, the Customer must not, directly or indirectly, engage, employ or contract with any Cleaner to provide domestic services to the Customer or any associate of the customer for any period during which services are provided by AC or for a period within 3 months after the conclusion of any Service.
- (b) The Customer acknowledges that AC may suffer loss and damage, including, without limitation consequential loss, as a result of a breach of this clause by the Customer.

6. Job Quotations

- (a) The actual price payable by the Customer is calculated on the total number of hours worked by the Cleaner.
- (b) Per hour rate / calculation is based per person.
- (c) Any price quoted by AC is an estimate only based on AC experienced, without inspection, and based on information provided by the Customer over the phone or Emails. Subject to this clause, quotes are valid for a period of 30 days from the date of the quote and are only valid after inspection of the premises is first carried out.
- (d) If at the commencement or during the course of providing the Service, it is apparent that the actual cost of the Service will exceed the hours calculated provided by AC, it's representative will provide the Customer with the option to pay an increased fee to complete the Service, or pay the quoted amount without the Service being completed. If office staff is unable to contact the Customer, the Service will end at the pre-stated time advised in the estimate given at the time of booking.
- (e) The Customer must inform AC whether any cleaning services required are for an 'end of tenancy' at the time of quotation.
- (f) All Service Fee are exclusive of GST.

7. Bookings

- (a) The Customer may make a booking either in person, by telephone, email or on the AC website namely www.auckland-cleaning.co.nz. Any booking made on the website will only be scheduled upon the completion of a phone call, email confirmation and reply to that email.
- (b) At the time of booking the Customer must provide details of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime located at the premises;
- (c) AC provides all quotations at the time of booking in good faith and with the information provided by The Customer. If any information provided is incorrect AC reserves the right to alter the price of The Service.
- (d) The Customer must inform office staff at the time of booking if they have special requirements related to allergies or issues with specific cleaning products and other arrangements can be made *prior* to the service taking place

8. Payment Terms

- (a) The Customer agrees to pay the estimated price quoted by AC in full prior to or at the Service Time, unless otherwise agreed in advance with AC.
- (b) If no payment has been made by the Service Time, AC will use reasonable endeavours to contact the Customer for payment. In the event that AC cannot contact the Customer or payment is not made by the Service Time, the Customer will be deemed to have cancelled the Service, for these reason, AC reserves the rights to collect \$60.00 cancellation fee.
- (c) If the services have been carried out and the customer fails to make payment, AC reserves the right to charge 10% surcharge during the first 5 days, thereafter legal action may be pursued.
- (d) Payments may be made via credit card, eftpos, cheque or in cash.

9. Complaints

- (a) If the Customer is dissatisfied for any reason with the Service provided, they must inform AC within 48 hours of completion of the Service. AC strives to achieve 100% customer satisfaction where reasonably possible in its efforts to provide the Service and will endeavour to resolve a problem quickly and efficiently, AC is oblige to attend the property up to 48hours after the complaint. The customer holds the sole responsibility of entrance to the property.

10. Fix Up/Free Re-Visit Conditions

- (a) Fix up/Free re-visit only provided to Bond Exit Clean Customers
- (b) The Customer must attend the property after the clean is completed while the cleaners are still present to prevent a fix up to be necessary.
- (c) If the Customer is unable to attend the property after the clean and is not satisfied upon inspection, AC will provide a free 2nd visit Fix Up service. The Customer must contact office staff within 48 hours and always be present during Fix up.
- (d) If the Customer is unable to attend the Fix up what they later consider to be an unsatisfactory Service, no 3rd visit will be provided free of charge, the rates applied are; \$30 for 1 cleaner or \$60 for 2 Cleaners per hour.

11. Accidents, Breakage, Damage & Theft

- (a) The Customer must inform AC of any incident where an accident, breakage, damage to property or theft has occurred due to any act of the Cleaner within 24 hours of completion of the Service and or contact the local authorities if needed.
- (b) To the extent permitted by law, the Customer is not entitled to claim any loss for any incident if the incident is not reported to AC within 24 hours of completion of the Service.
- (c) The Customer is still required to pay their bill in the given time quoted.