



Terms & Conditions:

By using our services, you agree to the terms outlined in our **Customer Service Agreement**. If you require further information regarding this agreement, please contact us via email. We aim to respond to all enquiries within 28 business days.

(Cleaning Services)

A. Subject to the conditions of this Agreement, Total Bond Clean agrees to provide cleaning services (the “Service”) at the location specified by the customer (the “Premises”).

B. The scope of the Service will include cleaning tasks as agreed upon by the Customer and Total Bond Clean at the time of booking.

C. Total Bond Clean is committed to delivering the Service professionally, diligently, and in a timely manner.

(Service Modifications)

Any modifications or additions to the agreed Service must be approved by Total Bond Clean prior to the commencement of work.

If the Customer wishes to request additional services or changes during the performance of the Service, they must contact **Total Bond Clean** administration by phone unless a manager is present onsite. Approval of such changes is at the sole discretion of **Total Bond Clean** management.

Please note: Cleaners are not authorised to accept or approve service changes without prior consultation with management. **Customers must not make such requests directly to the Cleaner.**

In the event that **Total Bond Clean** attends a confirmed job, and the service is cancelled or deemed unnecessary without providing at least 24 hours' notice, a call out fee may be charged at our discretion.

(Customer Obligations)

The Customer agrees to the following:

A. To provide a safe working environment at the Premises for the Cleaner to carry out the Service.

B. To ensure the Cleaner has clear, unimpeded access to all areas of the Premises where services are to be performed.

(Customer Representations and Warranties (continued))

- C. The Customer will ensure the Cleaner has full access to all necessary utilities and services at the Premises, including hot and cold water, electricity, and rubbish disposal facilities.
- D. Any cleaning equipment or materials supplied by the Customer must be safe, untampered with, and in proper working condition.
- E. The Customer must inform **Total Bond Clean** before the Service begins of any known hazards, such as slippery surfaces, health and safety risks, or difficult areas including ingrained dirt, grease, or grime.
- F. The Customer authorises **Total Bond Clean** to access and use the Premises as required to carry out the Service.
- G. If cleaning behind or underneath heavy furniture or appliances (e.g., refrigerators, bookcases) is required, the Customer must move these items prior to the start of the Service.
- H. The Customer must secure or remove any fragile, valuable, breakable, or sentimental items such as cash, jewellery, artworks, antiques before the Cleaner's arrival, if applicable.
- I. For bond or exit cleans, **the Customer must ensure the property is fully vacated prior to the Cleaner's attendance.**

(Health and Safety)

In addition to the obligations listed above, the Customer acknowledges and agrees that:

- A. The Cleaner reserves the right to conduct a job safety analysis prior to commencing work, to evaluate any health and safety risks at the Premises. Cleaning windows above two meters in height may require specialised equipment, which will be supplied at the Customer's expense if needed.
- B. The Cleaner may refuse to use any cleaning products or equipment provided by the Customer if, in their sole discretion, such items are deemed unsafe or pose a health risk.
- C. The Cleaner also reserves the right to refuse or cease providing the Service if, in their professional judgment, continuing the work presents a health or safety hazard.
- D. Any form of verbal or physical abuse, intimidation, or assault toward our staff will not be tolerated. **Total Bond Clean** reserves the right to take legal or criminal action against any Customer or third party who violates this policy.

(Non-Solicitation of Cleaners)

- A. B. The Customer further agrees that any breach of this clause may result in significant financial loss and damage to **Total Bond Clean**, including but not limited to consequential losses.

(Job Quotations)

A. The final cost of the Service will be based on the actual size and condition of the property.

B. Any price quoted by **Total Bond Clean** is an **estimate only**, given without a prior inspection and based solely on the information provided by the Customer via phone, online forms, or email. All quotations are valid for **30 days** from the date issued and are **subject to change** following an onsite inspection.

C. If, at the beginning or during the Service, it becomes evident that the cost will exceed the original quote, **Total Bond Clean** will contact the Customer to discuss options:

- **Proceed with the full Service at a revised cost, or**
- **Pay the original quoted amount with the understanding that the Service will not be completed.**

If the Customer cannot be reached, the Service will conclude at the time stated in the initial estimate or booking. However, **Total Bond Clean** reserves the right to make a reasonable judgment on the Customer's behalf either to continue or end the Service if doing so affects the likelihood of bond return.

D. Secure and accessible parking must be arranged by the Customer. Any parking fees must be disclosed at the time of booking and are the Customer's responsibility. Should our cleaners incur a parking cost, it will be added to the final invoice.

E. Room sizes are defined as follows:

- One standard room = up to **16m²**
- Combined lounge/dining areas = counted as **two rooms**
- Hallways longer than 4 meters are counted as **one room**; those exceeding 8 meters will be quoted on the day.

Total Bond Clean reserves the right to charge additional fees for extra cleaning requirements. This will be discussed at the start of the job. Prices given over the phone are **estimates only** and not guaranteed until the property has been visually inspected. We also reserve the right to decline any job, with pricing discussed before any work begins.

We will make every effort to remove stains; however, **we do not guarantee full stain removal**. Carpet drying times depend on ventilation, and **no drying time guarantees** are offered.

F. Any services offered as **free** are provided as a courtesy and **are not eligible for refunds**, even in cases of cancellation, complaint, or dissatisfaction particularly regarding stain removal or cleaning quality.

G. In properties without a lift, **heavy equipment will only be carried up one flight of stairs**. Any further access limitations may prevent the job from proceeding.

H. If **fleas or pest infestations** are present at the property, **Total Bond Clean** will not perform carpet cleaning. We reserve the right to refuse the job entirely, in which case a fee will be charged to cover time and costs incurred.

(Bookings)

A. Bookings can be made by the Customer via telephone, email, **Total Bond Clean** website, or affiliated platforms. Please note: bookings made online are **not confirmed until a follow up phone call, email confirmation, and customer reply to that email have been completed.**

B. At the time of booking, the Customer must disclose any known hazards or risks at the Premises, including slippery surfaces, ingrained dirt, grease, grime, or any other safety concerns.

C. All quotes provided during booking are offered in **good faith**, based on the information supplied by the Customer. If relevant details are omitted or inaccurate, **Total Bond Clean** reserves the right to **adjust the quoted price** accordingly.

D. The Customer agrees to provide valid credit card details either at the time of booking or on the day of service. The Customer authorises **Total Bond Clean** to charge the card for the cost of the service and/or any applicable cancellation or additional fees outlined in this Agreement.

E. **Total Bond Clean** reserves the right to decline any booking at its sole discretion.

F. If the Customer has **allergies or sensitivities to specific cleaning products**, this must be communicated at the time of booking so that alternative arrangements can be made in advance.

(Payment Terms)

A. The Customer agrees to pay the full quoted amount for the Service **prior to or at the time of service**, unless alternative arrangements have been approved in advance by **Total Bond Clean**

B. If payment has not been received by the Service Time, **Total Bond Clean** will make reasonable attempts to contact the Customer. If contact cannot be made or payment is not completed, the service will be considered **cancelled**, and cancellation fees outlined in Section 2C will apply.

If services have already been performed and payment is not made, a **9% late fee** will be applied for payments delayed up to five **(5) days**. After this period, **Total Bond Clean reserves the right to pursue legal action** or refer the matter to a debt collection agency.

C. Payment methods accepted include **credit card, bank transfer, or cash.**

E. If a cleaning service has been carried out but is **later cancelled** by the Customer for any reason, **Total Bond Clean** will either:

- Deduct the cost of time already worked, plus a cancellation fee, from the card on file; or
- Refund any prepaid amount, minus the charges for hours worked and the applicable cancellation fee.

(GST)(Goods and Services Tax)

A. Unless otherwise stated, all prices and quotes provided by **Total Bond Clean** are **inclusive of GST**.

B. **If GST is applicable to any goods or services provided under this Agreement, the Customer agrees to pay the GST in addition to the original quoted amount. Upon issuance of a valid tax invoice, this ensures Total Bond Clean receives the full amount plus GST.**

(Late Payment Fees)

A. Where payment is invoiced after service completion, **the Customer agrees to pay in full within 7 days of the invoice date.**

B. If payment is not received within **30 calendar days** of the invoice date, a **9% late payment fee per month** will apply unless alternative arrangements are made with the accounts department.

C. The Customer agrees to indemnify **Total Bond Clean** for any legal fees and related costs (on a full indemnity basis) incurred in recovering unpaid debts or enforcing the terms of this Agreement.

D. **Total Bond Clean** reserves the right to report unpaid debts to a **debt collection agency**, the **Residential Tenancies Authority (RTA)**, and/or the Customer's **property agent**. **This may impact the Customer's credit rating or ability to rent properties in the future.**

(Non-Appearance)

If a cleaner fails to attend the Premises within **2 - 4 hours** of the scheduled Service Time the Customer will be offered:

A. A **full refund** of any payment made, or

B. The option to **reschedule** the service at a mutually convenient time.

(Complaints)

If dissatisfied with the service, the Customer must notify **Total Bond Clean** within **3 business days** of the service being completed. **Beyond this period, no guarantee for rectification or refund applies.**

- **Total Bond Clean** aims to resolve all complaints promptly and may revisit the property **within 7 business days**.
- **If access is denied by the managing agent or real estate office within 48 hours, no refund will be issued.**
- **Free return visits apply only when a full service has been completed.**
- Customers must provide:
 - A **detailed list** of required rectification items.
 - **Access to the property**, and
 - **Attendance by either the customer or property manager** for sign-off upon completion of the rectification.

At its sole discretion, Total Bond Clean may:

- Provide a **partial refund**,
- Offer a **re clean at no charge**, or
- Propose another **appropriate resolution**.

(Exclusions and Limitations)

A. The only guarantees applicable to the Service are those required by law (e.g., **Trade Practices Act 1974**).

B. To the extent permitted by law, liability is limited to **re-supplying the service**.

Total bond clean is not liable for:

- Incomplete services due to the Customer's breach (e.g., failure to provide access or utilities);
- Damage caused by the Customer's own equipment or products;
- Health and safety concerns that prevent service delivery;
- Events beyond our control (**force majeure**);
- Existing damage, wear, or irreparable stains;
- Damage that becomes visible after cleaning;
- Loss or damage to valuable, fragile, or sentimental items;
- Drying times for carpets or fabrics;
- Lost keys unless lost by our staff.

The Customer acknowledges that cleaning results may vary depending on materials, prior condition, and time since last clean. **No guarantee is made on removal of specific stains or marks.**

(Indemnity)

The Customer agrees to indemnify **Total Bond Clean** for:

A. All losses or liabilities arising directly or indirectly from the Service, including those due to the Customer's breach of warranties.

B. All legal and recovery costs incurred due to debt collection, disputes, or enforcement of this Agreement.

(Accidents, Breakages, Damage & Theft)

A. The Customer must notify **Total Bond Clean** of any incident involving damage, theft, or accidents within **24 hours** of service completion, and contact authorities if necessary.

B. Claims will not be considered after the 24 hour window, where legally permissible.

C. Excluded from liability are: **cash, jewellery, art, antiques, and sentimental items**.

(Cancellation Fees)

- A. Customers must provide **at least 24 hours' notice** to cancel, alter, or reschedule a service.
- B. If notice is provided, **Total Bond Clean** will attempt to reschedule as needed.
- C. If less than 24 hours' notice is given, a **cancellation fee equivalent to two hours of the service quote provided and accepted by the customer (inclusive of GST) will apply, at the company's discretion.**

(Non-Access to Premises)

- A. If cleaners cannot access the Premises due to Customer error, a **cancellation fee equal to two hours of service quote provided and accepted by the customer will apply.**

- Key or access card collection is at the cleaner's discretion and the **Customer's expense.**

(Fix-Up / Free Revisit Conditions)

- A. Fix-up/Free revisit services are **limited to one time only** and must be accompanied by a **detailed list** from the Customer.
- B. The Customer is responsible for attending the property **at the end of the service** to sign off if satisfied.
- C. If the Customer signs off but later claims dissatisfaction, **no second visit** will be provided free of charge standard rates will apply.
- D. If the Customer is present at job completion and is unsatisfied, a supervisor may attend to inspect. If the service is deemed substandard, a **free fix up** will be offered.
- E. If the estimated time is insufficient and the Customer declines extra time, cleaners will complete what is possible in the allotted time. Fix ups will only apply to **areas serviced**, not the entire property.

(Termination)

- A. The Customer may terminate this Agreement by providing **at least 24 hours' notice** prior to the scheduled Service Time.
- B. **Total Bond Clean** may also terminate the Agreement with 24 hours' notice.
- C. Immediate termination may occur if the Customer breaches the Agreement and such breach is deemed **irreparable.**

(Privacy Policy)

- A. Customer information is collected for the purpose of delivering the Service.
- B. This information may be used for **marketing purposes**, such as promotions or offers.

C. **Total Bond Clean** will not share customer information with third parties **not involved in service delivery**.

(General Provisions)

A. This Agreement represents the **entire agreement** between the parties and overrides all prior communications.

B. Any changes to this Agreement must be in writing and signed by both parties.

C. If any part of this Agreement is found unenforceable, the remainder remains valid.

D. Failure by Total Bond Clean to enforce any right does not constitute a waiver.

E. This Agreement is governed by the laws of **Queensland**, and both parties submit to the jurisdiction of Queensland courts.

F. Clauses 13 (Exclusions), 14 (Indemnity), 15 (Accidents), and 20 (Privacy) survive termination or expiry of this Agreement.

(Dispute Resolution)

A. In the event of a dispute, both parties agree to attempt to resolve the matter **through direct negotiation**.

B. If unresolved, the dispute may be referred to **mediation** by a mutually agreed mediator.

C. If mediation fails, either party may pursue **legal action** as allowed by law.

(Amendments to Terms and Conditions)

A. **Total Bond Clean** may amend these terms at any time. Changes take effect upon publication on the company website or notification to the Customer.

B. It is the Customer's responsibility to review these terms regularly. Continued use of the service indicates **acceptance of the updated terms**.