

# OUR RECLEAN GUARANTEE - KEY POINTS

\*REFER TO OUR FULL TERMS AND CONDITIONS FOR MORE INFORMATION

We always use reasonable endeavours to do our best at the time of the service, but in instances where we missed something during the initial clean, we will return for **ONE** free reclean visit (T&Cs apply).

**YOU MUST INFORM US IN WRITING OF ANY ISSUES WITHIN ONE WEEK OF SERVICE COMPLETION.**

It is therefore important to have your **FINAL BOND INSPECTION** done within this one-week timeframe.

Our reclean guarantee only applies to the end-of-lease cleaning service the client has engaged us for. It does **NOT** apply to any outsourced services we have arranged on the client's behalf that may be in the quote.

Several key factors can influence the final outcome of an end-of-lease clean and determine whether a property qualifies for a no-cost reclean. Refer to our full terms and conditions for details.

## **RECLEAN GUARANTEE (key points continued\*)**

The reclean guarantee does NOT apply to, and is not limited to, the following:

- The client was present during the cleaning and approved the work
- The property was found to be extra dirty, and the client did NOT consent to additional cleaning
- Items deemed by us to pose a possible risk to the cleaner were not cleaned
- Anything NOT specified under our FULL TERMS AND CONDITIONS
- Anything NOT included in our STANDARD END OF LEASE CLEANING: WHAT'S INCLUDED?
- Anything specified under STANDARD END- OF-LEASE CLEANING: WHAT'S NOT INCLUDED?
- Any items affected under KEY FACTORS AFFECTING FINAL CLEANING OUTCOMES.
- Any items we deem have been subjected to wear and tear or damage
- Any items not able to be cleaned due to long-term or excessive exposure, or contact with a build-up of grime.
- Any circumstances where stain removal is not possible and specialist intervention may be required.
- Any OUTSOURCED services arranged by us on the client's behalf

**Please note that the following are NOT grounds for requesting a no-cost reclean:**

- A build-up of surface dust that has settled since the clean
- Dirt or grime near a window or door that has been left open
- New residents have moved in since the clean
- The property has been accessed by a third-party contractor since the clean
- Other key factors influencing the final outcome of the clean