

Terms & Conditions

These terms and conditions (the “Terms and Conditions”) govern use of the cleanzard.ca website (the “Site”).

This Site is owned and operated by managed by Solution Cleanzard . The type of Site is : Cleaning website.

By using this Site, you indicate that you have read and understood the General Conditions and that you agree to respect them at all times.

THESE TERMS AND CONDITIONS CONTAIN A DISPUTE RESOLUTION CLAUSE WHICH AFFECTS YOUR DISPUTE RESOLUTION RIGHTS, PLEASE READ IT CAREFULLY.

Intellectual Property

All content published and made available on this Site is the property of Solution Cleanzard and its creators. This includes , but is not limited to, limited , images, texts , logos, documents, files downloadable and everything that contributes to the composition of this Site.

Accounts

When you create an account on our Site, you agree to the following:

1. that you are solely responsible for your account and the security and confidentiality of your account, including any passwords or sensitive information attached there to account; and
2. All personal information you provide to us through your account is up to date, accurate and truthful and you will update your personal information if it changes.

We reserve the right to suspend or to terminate your account if you are using our Site illegally or if you violate these Terms and Conditions.

Sale of Services

These Term and Conditions governs the sale of services made available on our Site.

The following services are available on our Site:

- Cleaning services.

The services will be billed in totality a once the service is completed . To confirm any reservation, a deposit of \$40 is required. This deposit guarantees your reservation and is deducted from the total amount of the service at the end of the service. The deposit will be refunded if the customer cancels the service more than 24 hours before the appointment Time.

Why do we ask for Deposit?

We understand that your plans may change, but this deposit is essential to ensure mutual commitment. It allows us to reserve time in our busy schedule and ensure that we can meet your needs. This deposit also covers the costs associated with preparing and managing your service.

The Terms and Conditions apply to the services that are posted on our Site at the time you access it. All information, descriptions or images that we provide on our services are presented as accurately as possible. However, we are not legally bound by this information, descriptions or images because we cannot guarantee the accuracy of each good or service that we provide. You agree to purchase these services at your own risk.

We reserve the right to modify, refuse or cancel your order whenever necessary. If we cancel your order and we have already processed your payment, we will refund the amount you paid, including the deposit. You agree that it is your responsibility to monitor your payment method to verify receipt of any refund.

Cancellation Policy

We understand that circumstances unforeseen can occur, leading to the need to cancel or reschedule cleaning services. To provide the best service to all our clients, we have established the following cancellation policy:

Cancellation Notice: We require a minimum of 24 hours advance notice for any cancellations or rescheduling of cleaning appointments. This allows us to adjust our schedule and accommodate other clients.

Late Cancellations /No Shows: Cancellations made with less than 24 hours' notice Or the absence during the appointment program can incur a \$40 cancellation fee.

Postponement: We understand that plans can change. Customers can postpone their cleaning appointment without penalty if they do so within the notice period cancellation specified .

Circumstances emergency : We are empathetic to unforeseen emergencies . If you encounter unpredictable situations that will prevent to honor your appointment , please contact us as soon as possible to discuss your situation .

Contact details: To cancel or reschedule an appointment, please contact us at 579-500-2784 or [contact@cleanzard.ca] during our hours opening.

This policy ensures fairness to both our clients and our cleaning professionals, allowing us to maintain a consistent and reliable service for everyone.

By scheduling a cleaning appointment with Solution Cleanzard , you agree to abide by our cancellation policy .

Payments

We accept payment methods following on our Site :

- PayPal;
- Interac.
- Direct Deposit.

When you provide us with your payment information, you authorize our use of and access to the payment instrument you have chosen to use. By providing us with your payment information, you authorize us to charge the amount due to this payment instrument.

If we believe that your payment has violated any law or these Terms and Conditions, we reserve the right to cancel or reverse your transaction

Consumer Protection Act

Where the *Consumer Protection Act*, or all other consumer protection legislation in your territory applies and cannot be excluded, these Terms and Conditions will not limit your legal rights and remedies under that legislation . These Terms and Conditions will be read subject to the mandatory provisions of that legislation. In the event of a conflict between these General Conditions and this legislation, mandatory provisions of the legislation will apply.

Limitation of Liability

Cleanzard solution and our directors , officers , agents, employees , subsidiaries and affiliates will not be liable for any actions, claims , losses , damages , liabilities and expenses , including legal fees, arising from your use of the Site.

Indemnity

Except where prohibited by law, by using this Site, you indemnify and hold harmless from any Responsibility Solution Cleanzard and our directors, officers , agents, employees , subsidiaries and affiliates from any actions, claims , losses , damages , liabilities and expenses , including legal fees, arising from your use of our Site or your breach of these Terms and Conditions .

Applicable laws

These Terms and Conditions are governed by the laws of the province of Quebec.

Dispute Resolution

Subject to the exceptions specified in these Terms and Conditions , if you and Solution Cleanzard are unable to resolve a dispute through informal discussion , you and Solution Cleanzard agree to submit the issue to an arbitrator . The arbitrator 's decision shall be final and binding . Any arbitrator shall be a part neutral acceptable to you and Solution Cleanzard .

The costs arbitration will be shared equally between you and Solution Cleanzard .

Notwithstanding all other provisions of these Terms and Conditions, you and Solution Cleanzard agree that you both retain the right to bring an action in small claims court and to bring an action for injunctive relief or intellectual property infringement.

Severability

If at any time any of the provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws , these provisions will be deemed void and will be removed from these Terms and Conditions . All other provisions will be unaffected by such removal and the rest of these Terms and Conditions will still be considered as valid.

Modifications

These Terms and Conditions may be amended from time to time in order to remain compliant with the law and to reflect any changes in the way we operate our Site and how we expect users to how they behave on our Site . We will notify users by email of changes to these Terms and Conditions Or will post a notice on our Site.

Contact

Please contact us if you have any questions or concerns. Our contact information are as follows:

(579) 500-2784

contact@cleanzard.ca

201-1405 Henri Bourassa O, Montreal, QC H3M 3B2, Canada

You can also contact us through the feedback form available on our site .

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