Terms and Conditions

Maid for each other Ltd reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.
By ordering Maid for each other Ltd services by telephone, e-mail, or it's website the Client agrees to be bound by Maid for each other Ltd terms and conditions.

1. **DEPOSITS**
    1. For all moving house, end of tenancy, spring and after builders cleans (unless an existing client with terms agreed such as with the agencies we work with) a deposit will be required to secure the slot and guarantee the booking.
    2. Deposit are a minimum of 50£.
    3. If a premium date has been selected (such as weekend or evening slots), an increased deposit may be required.
    4. Client agrees to forfeit any paid deposit if he/she cancels or changes the date/time less than 48 working hours (2 working days) prior to the scheduled appointment.
    5. Deposits are totally refundable, or can be transferred to a new booking/date if actioned more than 48 hours prior to the scheduled appointment.
2. **PAYMENTS**
    1. For most services, full payment is requested on completion on the day of the session.
    2. When making payment upon completion, you the client are agreeing to the work set out to be completed to a satisfactory standard.
    3. Due to the nature of the work, all moving house/end of tenancy cleans need to be settled once the team start the work unless previously agreed with Maid for each other Ltd office.
    4. Payment can be made in cash, bank transfer and card payment via our POS terminal./
    5. Client understands that any 'late payments' will be subject to additional charges.
    6. All payments must be maid in Great Britain Pounds.
3. **USE OF OUR SERVICES**
    1. From time to time we may take photos and/or videos of our work to use for marketing and social media purposes. If you would like us not to, please let a member of the team know.
    2. For moving house/end of tenancy, we ask that at the time of work for no one to be present to ensure we can complete the work to a satisfactory level. If a 3rd party is to be present while we are working, this may invalidate any guarantee unless previously stated in writing that we will honour the guarantee.

4. **COMPLAINTS AND CLAIMS**
    1. Client accepts and understands that poor service, breakage/damage or theft must be reported within 48 hours from the service date. Failure to do so will entitle customer to no refunds or recovery.
    2. Complaints are accepted in writing (letter or email). Complaints must be reported on completion or in the following 48 hours.
    3. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value, art and antiques.
    4. Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit.
    5. In case of damage Maid for each other Ltd will try to repair the item/s if it agrees that it caused the damage. If the item/s cannot be repaired Maid for each other Ltd will rectify the problem through its insurance company by crediting the Client with the item/s if it is proven to be by our personnel.
    6. Maid for each other Ltd reserves the right not to be responsible for: delay for a visit due to a traffic congestion, postponed service due to broken equipment, job not complete due to lack of hot water or power, third party entering or present at Client's premises obstructing the process, accidental damages worth up to £50 or less.
5. **CLIENT SATISFACTION**
    1. Client understands that he/she is not entitled to any refunds after the work has taken place.
    2. If the Client is not satisfied with the services provided and a complaint has been placed in the stated 48 hours after the job has been completed, Maid for each other Ltd reserves the right to return an employee and deal with any areas and items to Client's satisfaction. Therefore the Client must allow the employee to be returned and he/she should be at present at all times during the re-visit.
    3. Maid for each other Ltd reserves the right to return an employee not more than once.
6. **CANCELLATION**
    1. Client may cancel the scheduled job up to 48 working hours (2 working days) prior to the agreed start time.
    2. Client may be required to pay 50% of the quote as a cancellation fee if he/she cancels or changes the date/time less than 48 hours prior to the scheduled appointment.
    3. Clients agrees to pay 50% of the quote as a cancellation fee in the event of a lock- out caused by our employees being turned away; no one home to let them in; no water or power available at Client's premises or problem with clients keys. If keys are provided they must open the lock without any special efforts or skills.
    4. If an initial deposit has been paid to Maid for each other Ltd then Client agrees that deposit funds may be used to cover the cancellation fee.
7. **AFTER CANCELLATION OR USE OF OUR SERVICES**
    1. By entering into a service agreement with Maid for each other Ltd, the Client agrees that after the termination of the service he/she will not hire or use any services provided by a present or past employee introduced to the Client by the company. If the Client wishes to hire or use services provided by such an employee then he/she must pay a referral fee of £600.

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom.