

Terms & Conditions

Twelve Star Cleaning Service

These Terms & Conditions govern all cleaning services provided by Twelve Star Cleaning Service. By booking or receiving services, the client agrees to the following terms:

1. Refund Policy

1.1. Due to the nature of cleaning services, **all sales are final** once services have been completed.

1.2. Refunds are not issued for completed services.

1.3. If a client is dissatisfied with the service provided, notice must be

given **within twenty-four (24) hours** of service completion.

1.4. Twelve Star Cleaning Service will, at its discretion, provide a **re-clean of the affected area(s)** at no additional charge.

1.5. Refunds may only be considered in cases of **service non-performance** or cancellation initiated by Twelve Star Cleaning Service.

2. Cancellation & Rescheduling Policy

2.1. Clients must provide a minimum of **twenty-four (24) hours' notice** to cancel or reschedule an appointment.

2.2. Cancellations made with less than 24 hours' notice may result in a **cancellation fee of up to 50%** of the scheduled service cost.

2.3. Same-day cancellations or failure to provide access to the property may result in a **charge of 100% of the service fee.**

2.4. Twelve Star Cleaning Service reserves the right to cancel or reschedule appointments due to weather conditions, safety concerns, equipment failure, or other unforeseen circumstances.

3. Access & Safety

3.1. The client agrees to provide safe and timely access to the service location at the scheduled appointment time.

3.2. Twelve Star Cleaning Service reserves the right to refuse or discontinue service if conditions are

unsafe, unsanitary beyond normal cleaning standards, or pose a risk to staff.

4. Media & Photography Policy

4.1. Twelve Star Cleaning Service may take **before-and-after photos or videos** of the serviced area for quality assurance, training, and marketing purposes.

4.2. Media will not include clients, personal items, or identifying information unless explicit consent is provided.

4.3. By booking services, the client grants permission for non-identifiable media to be used on Twelve Star Cleaning Service's website, social

media platforms, and promotional materials.

4.4. Clients may opt out of media usage by providing written notice prior to the scheduled service

5. Payment Terms

5.1. Payment is due in full upon service completion unless otherwise agreed in writing.

5.2. Twelve Star Cleaning Service reserves the right to charge payment methods on file for outstanding balances, late cancellations, or no-show appointments.

6. Limitation of Liability

6.1. Twelve Star Cleaning Service is not responsible for pre-existing

damage, normal wear and tear, or improper installation of items within the serviced property.

6.2. Any claims for damage must be reported within **twenty-four (24) hours** of service completion.

7. Agreement to Terms

7.1. By booking services with Twelve Star Cleaning Service, the client acknowledges they have read, understood, and agree to these Terms & Conditions in full