



TERMS AND CONDITIONS

Our Guarantee

The Carpet Cleaning Team backs its cleaning work with a 100% Satisfaction Guarantee. If you are not satisfied with the cleaning service we have performed, please call our office within 24 hours of the clean and we will re-clean the missed area at no additional charge.

Terms Of Trade

1. Cleaning Services to be performed by The Carpet Cleaning Team on a set day and price as agreed between the Client and The Carpet Cleaning Team.
2. The Client will raise any new service requests, request variations to services, and raise any concerns by email to The Carpet Cleaning Team via the nominated contact in the Service Schedule(s) or any other contact person advised by The Carpet Cleaning Team in writing.
3. The Carpet Cleaning Team will charge the client the agreed price and have available credit card or bank account payment options in NZD.
4. All The Carpet Cleaning Team job invoices are to be paid in full before the job commences or within 3 days if the commencement of the job is beyond 3 days from the invoice date.
5. The Carpet Cleaning Team will utilise the communications method outlined in the Service Schedule(s) for communicating with the Client.
6. The Carpet Cleaning Team will maintain client confidentiality and will not use the client's name in any marking or publicity without permission in writing.
7. The Carpet Cleaning Team will be responsible for determining the service delivery and the appropriate mix of people, processes and tools to deliver the services to the Client.
8. The Client will provide for the use by The Carpet Cleaning Team in performance of this contract the following:
 - A safe and secure working environment for The Carpet Cleaning Team and ensure that any dogs are restrained to allow clear access on to and inside of the address for service;
 - Access to the address for service included keys and any relevant alarm security codes;
 - Access to nominated toilet facilities;
 - Power supply for the portable carpet cleaning machines if used as part of the job;
 - Any other facilities as outlined in the Service Schedule(s).
9. In the event that there is a delay in the commencement of the service due to circumstances outside either the Client's or The Carpet Cleaning Team control e.g. surface flooding or earthquakes The Carpet Cleaning Team will endeavour to deliver the service to service levels. In the event that the majority of the service is delivered, full payment will be payable. In the event that the service is not delivered, no payment will be payable. If the credit card was charged or invoice paid and a service cannot be completed, then a full refund will be applied minus any credit card or any other payment service fee initially paid by the client.

10. In the event that there is a delay in the commencement of the service due to circumstances within the Client's control e.g. property access, The Carpet Cleaning Team may reduce the scope of the service delivered or not deliver services to service levels. In these circumstances full charges will be payable.
11. We charge a \$95+gst cancellation fee to scheduled cleans not cancelled by 3pm the day before the scheduled time. Please note that if our Services are provided under a separate written agreement with you, if any part of that agreement conflicts with these Terms, including a separate cancellation policy, that cancellation policy (and not this Section 12) will apply to you.
12. The Carpet Cleaning Team is responsible for the payment of Goods and Services tax.
13. This Agreement will be governed by the laws of New Zealand.
14. All costs incurred recovering any money outstanding will be added to the original amount owing.
15. If you have small side tables, chairs, ottomans, or other light pieces that are easy to move, These must be relocated by the client prior to the commencement of the job. The Carpet Cleaning Team is prepared to clean around furniture but will not move furniture unless this is agreed upon with the client prior to the commencement of the job.
16. While we try our best to remedy any problem areas. If your carpet, rug, couch, stairs, chairs are badly damage or stained beyond repair we cannot guarantee that we will be able to remove them during the service. This is due to the fact that the longer stains are left on fabric the more difficult it is to extract them from the individual fibers.
17. We reserve the right to charge added costs for any staining that requires additional work time and or products.
18. Any spills, liquids or odors that seep into your carpet through to the underlay may not be able to be entirely eliminated as they have gone deeper than what our machines are able to remove.
19. If you aren't home at the time of your booking or haven't given us details of how to access the property prior to the cleaner arriving and we have to reschedule the job you will incur a \$95+gst call out fee.