

TERMS AND CONDITIONS – VACATE CLEAN

Thank you for choosing Finer Details Cleaning to quote on your vacate clean.

By clicking “Accept” on this quote, you understand and agree to the following terms and conditions:

1. A deposit of 70% of your quoted total is payable upon acceptance in order to secure your nominated clean date.
2. Please pay your deposit to:

Great Southern Bank
Finer Details Cleaning
BSB: 814282
ACC: 5172 6967
REF: Property address

3. Final payment is due on the morning your clean is to be completed.
4. If final payment is not made on the date your clean is due to be conducted, your clean will not proceed. Your card will then be charged the balance of the clean.
5. Invoices outstanding for 7 or more days will incur a late fee of 10% of your service total.

QUALITY GUARANTEE

We guarantee the quality of our work by offering a free return service provided that:

- Your vacate inspection is completed and Finer Details Cleaning notified of any issues within 3 business days of your clean being completed.
- If we are notified of any issues outside of this time frame, we will be unable to return.
- We will not return for the following:
 - o Environmental issues such as a dead insect inside the property or in a window track/light fitting, or dead bugs caused by pest control.
 - o Dust settlement on surfaces such as benchtops, window sills or furniture.
 - o Rain spots/dust/bat or bird poo on external areas such as windows, glass pool fencing, garage doors or patio areas.
 - o Less than 10 hairs.
 - o Odours caused by pets or pest control products
 - o Footprints or debris on an internal floor caused by anyone other than Finer Details Cleaning.
 - o Leaves or debris of any description to an external area.
 - o If anybody except your property manager has entered the property prior to the vacate inspection being completed. This includes yourself, the property owner, a tradesperson or any employee of your agent other than the property manager themselves.
 - o Any issue that will take less than 30 minutes to rectify.

SIGHT UNSEEN VACATES

- You may have been given an approximate figure to complete your clean based on the expertise of Finer Details Cleaning and the average price to clean a similar size home with average soiling.
- Finer Details Cleaning reserves the right to amend this price and your invoice to adequately reflect a price necessary to complete your clean to an acceptable standard.
- Full payment on a sight unseen clean is due once we have arrived onsite and ascertained the correct price for the clean.
- If we arrive onsite and the parties are unable to agree on a price amendment (where necessary), a call out fee of \$300 will be immediately payable to Finer Details Cleaning.

INCLUSIONS OF YOUR VACATE CLEAN

- Interior walls will either be dusted & spot cleaned or fully washed down dependent upon what is required to bring them to vacate standard. We have priced your quote accordingly.
- Doors, door frames, fans, AC filters & surround, light fittings, power points and light switches, windows inside & out including removal from tracks where possible, window tracks, screens, and frames, curtain rods/blind tracks, Venetian blinds, vertical blinds will be spot cleaned, roller blinds vacuumed, all interior cupboard doors & frames, tracks, shelving, all floors vacuumed & double mopped
- Kitchen cupboards will be cleaned top to bottom, inside & out including behind all drawers, underneath of shelving, bottom kickboards, splashback, oven & cooktop including pulling out for freestanding cookers. Rangehood and dishwasher filters cleaned, sinks scrubbed & polished.
- Bathrooms – tub & shower areas scrubbed, vanity cleaned inside & out including behind drawers, toilet cleaned inside and out, exhaust fan. Chromeware & glass polished, mould removed as much as possible from grout. Flooring scrubbed, shower screen polished. Mould removed from ceiling if necessary
- Laundry – all lint removed from walls & doors, laundry tub, cupboard, tapware cleaned.
- Exterior – patio cleaned including fan, power point & light fittings. Garage will be pressure cleaned, bins cleaned provided they are empty.
- Glass pool fencing if necessary.
- Furnished properties will have furniture wiped down/vacuumed, whitegoods such as fridge & washing machine cleaned inside & out then pulled out and cleaned underneath/behind.
- Curtains can be washed IN FURNISHED PROPERTIES ONLY where a washing machine is onsite. No liability will be accepted by Finer Details Cleaning for damage caused to curtains during the washing process.
- Steam cleaning, pest control & professional laundering of curtains/blinds can be arranged on your behalf at cost price. If you have requested this service, it will be itemized on your quote and receipts will be provided to both yourself and your agent once we receive them.

WE CANNOT GUARANTEE REMOVAL OF:

- Marks caused by Blu tac, double sided tape, foam tape, sticky tape, LED strip lights, child safety locks and other sticky substances from walls, doors, or cornices. Finer Details Cleaning is unable to take liability for any damage caused during the removal of these items.
- Odours caused by pets, smoking, urine/faeces, cooking or generally poor housekeeping.
- Ingrained dirt into exposed blockwork.
- Oil or other stains to garage floors
- Marks, residue or odours caused by chilli oil, turmeric, or the use of heavy spices or curry pastes.
- Candle or any type smoke residue or nicotine staining
- Marks caused by rusty cans on kitchen shelving or benchtops.
- Mould or discolouration to grout in floors and bathrooms, or discolouration to tiles and glass caused by limescale, calcium or the use of bar soap.

WHATS NOT INCLUDED

- Behind a clothes dryer mounted on a wall or underneath front load washing machines.
- Washing of curtains in unfurnished properties.
- Exterior ceiling, fascias or eaves including patio & front landing ceilings.
- Exterior pressure washing of the house or driveway. We can arrange this at cost price on your behalf if necessary.
- Interior ceilings EXCEPT for the bathrooms if they are mouldy.
- Cathedral ceilings, extra high fans/light fittings or second story fixed windows. We can arrange these services on your behalf if necessary.
- Sheds
- Pools
- Rubbish removal
- Dangerous goods removal
- Removal of drug paraphernalia, blood, excrement, or other bodily fluids. If we are exposed to any of these things, additional fees will apply.

WHAT TO DO ONCE YOU HAVE PAID YOUR DEPOSIT:

- Ensure the property is completely emptied of your personal possessions the day before the clean.
- Organise for lawns and gardens to be completed **the day before** our team is due to attend.
- If your vertical blinds/curtains require professional cleaning, please arrange to have them collected before our team begins work. If we quoted you for this service, we will organise this for you.

- Ensure bins are emptied the day before as well.
- Organise carpet cleaning and pest control to come AFTER we have attended. If we quoted you for this service, we will organise this for you.
- Set a reminder in your calendar to leave keys in your meter box by 8am on the day our team is due to attend your property. We will leave the keys in the same place when we have completed the job, or return them to your agency.

Thank you for choosing Finer Details Cleaning and we look forward to reserving your booking shortly.