

## CleanMade Australia Fair Go Policy

**By booking a service the customer agrees to be bound by the terms and conditions outlined below.**

We solely reserve the right to change our Fair Go Policy without notice. Changes are updated on our website. This policy sets out the responsibilities when engaging our services, including if the service is unsatisfactory.

### **Estimating / Quoting**

When a service is booked in over the phone by the sales team, the quote is based entirely on the information provided by the consumer. We require the provided information to be as thorough as possible so that we may provide to the best of our ability the most accurate quote possible. All our calls are recorded for training and quality assurance purposes.

Any missed or misinformation may lead to extra charges by our technicians on site.

The Fair Go Policy is to ensure that any quote provided over the phone is only an indicative price and is subject to change upon a site inspection by the technician if applicable. Any extras that the technician believes requires further discussion and quoting, will be advised prior to commencement of any works and only by your agreement. If the extra work is required due to misinformation and you wish to not go ahead a call out fee of \$55 is payable.

Anything not specifically mentioned in your quote is not included and no assumptions are accepted.

### **Cancellations.**

Any cancellations made 4 hours prior or less to a service booking will incur a cancellation fee of \$55.

### **Our Responsibility.**

To provide services that adhere to our franchise T&C's, policies and procedures.

Service the property to a standard that meets the requirements in place by the CleanMade Australia Training Program. Work within and follow regulations and ensure that the property is left in an acceptable standard.

### **Your Responsibility.**

To provide us with correct information about the job and not downplay any specifics. If the job is not possible to undertake on that day due to incorrect estimate caused by misinformation, we may cancel, rebook and or advise you prior to commencing about any additional charges.

If the job is cancelled or rejected due to mis information a call out fee is payable of \$55.

Ensure that the jobsite does not pose a risk to our franchisees and that all animals are kept securely away at all times. We do not take any responsibility for the safeguard of any pets, please ensure all arrangements for their safety has been accounted for prior to our services commencing.

### **Quality Assurance checks.**

Our franchisees are required to take photos to ensure works have met our standards.

You have access to these images by request.

Our franchises are trained on our policies and procedures. We have ongoing and extensive training to ensure compliance is met by our franchisees.

Random site audits are undertaken to ensure standards are being maintained.

**Unsatisfied with works?**

Contact the franchisee directly or call our support line 1300 932 532 for assistance.

We pride ourselves on customer service and will endeavour to remedy any issues in the best way possible, so all parties are satisfied by the outcome.

Where applicable an inspection may be required, each case will be assessed on a case by case basis.

- Re-clean free of charge
- Partial refund
- Full refund only if the job was not undertaken or the case allows
- Refuse that cleaning was unsatisfactory

We try our best to resolve matters within 72 hours. We reserve the right to refuse unreasonable complaints of unsatisfactory works. If you undertake another provider to rectify the issue in the interim, this immediately removes us from any responsibility as then it wouldn't be assessed accurately if it has been tampered with, we will not match prices nor cover this fee.

**Unreasonable.**

We consider your use of the service unreasonable if you use it in a manner which is other than it was intended for.

Here are some examples of uses which we consider 'unreasonable'. This is not intended to be an exhaustive list:

- Customer not willing to pay the minimum charge
- Customer forgets appointment time/ date, access is not available and does not want to pay call out fee
- Customer not willing to pay for extra services that were agreed upon prior to completion
- Claims of damage to personal property when photographic evidence proving otherwise is presented.
- Customer not accepting that when a job is quoted for over the phone is just a quote and until site inspection occurred the quote is not valid.

The purpose of our fair go policy is to ensure that our Franchisees can provide services to their customers, but not be used in a manner that is considered 'unreasonable' and or 'unacceptable'.