



Terms and Conditions of Service

Please keep me informed of any comments or suggestions you may have. The more specific the feedback, the better the service I can provide. In the event that you are not satisfied with the service, please let me know of your concerns within 48 hours.

I am happy to customize cleans to fit individual needs and can work from a written list of priorities provided by you. You are more than welcome to email or text message through any requests prior to the day of service. If you are not happy with the service provided please let me know and I will come back to examine the problem. If the problem involves a quality control issue then I pledge to correct the problem at no additional charge.

Mishmash & Co. provides the products and equipment necessary to clean your home. The products I use are eco-friendly, biodegradable and completely safe for your surfaces. If you would like me to use a product that I do not carry, then please provide the product and I will be happy to use it in your home. For heavy build-up or stains, I may request your permission to use a stronger cleaning agent. MSDS sheets regarding product details and specifications are available for viewing if you are interested.

Cleaning will always be charged by the hour. There is no risk in over-booking, because I only charge for the amount of time it takes to do the cleaning. I have a 2 hour minimum. If I have over charged extra hours I will refund any overages within 24 hours of the completed service. The risk in under-booking is that the cleaning may only be partially completed, and my schedule may not allow a longer stay.

Extras are charged as extras e.g. deep oven clean minimum 1 extra hour.

Windows and tracks, washing blinds, beds and linen, laundry and dishes are all additional tasks and are charged out under extra time. Rubbish bags are consumables that are not supplied, folded newspaper liners are an option. I do not fix or reclean after carpet and tile cleaning services have been through a property i.e. overspray and splashes on kickboards, low windows and sliding door glass, wall tiles etc.

I do not clean ceilings or restore paint finishes on walls to as new condition, and can only remove marks that are actually washable without removing paint along with the marks.

I do not reclean windows after rain or dust storms and can not clean broken windows.

Working at heights over 1 metre is also a risk that is taken into account and not really considered safe.

Keys are kept locked in a safe and if you would like to provide a key it would be appreciated for easy access!

I do my best to be prompt and meet appointment times as agreed on. If I am going to be more than 15 minutes late, I will contact you. If no arrival time is specified, then the clean will be completed between the hours of 8:45 a.m. and 3:00 - 5.00pm. After hours and weekends for shift work can be arranged on request. I appreciate your flexibility. If possible, please allow for an open time frame rather than an exact arrival time. I will usually text message the day before to confirm appointments unless there is no need to do so.

If you wish to cancel or reschedule a cleaning appointment, please provide at least 24-48 hours notice.

Mishmash & Co. is a registered business ABN 81 676 926 434 with police clearance and public liability insurance. I like to work with two other solo cleaning contractors (Matina Srb - ABN 39 230 501 257 and Nat Schwerdt ABN registered) so that any absences can almost always be covered.

Payment is due either prior to or beforehand on the day of service by credit or debit card (paypal \$6 fee), bank deposit or cash. Please forward a quick screenshot of online banking transactions if you chosen the online banking method of payment.

For each of these options a normal invoice will be provided for your records.

Thank you for your custom!

Regards,

Leesa