



DAS Cleaning Co | ABN: 97 393 985 508 | dascleaningco.com.au

DAS Cleaning Co

Terms & Conditions & Contract of Service – Effective 25/06/2026

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DAS Cleaning Co.

Terms and Conditions and Contract of Services

BOND CLEANING SERVICE AGREEMENT (QLD) – DAS Cleaning Co.

1. Definitions

- 1.1 “DAS Cleaning Co.” refers to the cleaning service provider.
- 1.2 “Client” refers to the person or entity engaging the service.
- 1.3 “Property” refers to the premises being cleaned.
- 1.4 “Bond Clean” refers to an end-of-lease cleaning service.
- 1.5 “Agreement” refers to these Terms & Conditions.
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2. Legal Standard of Service

- 2.1 The service is performed in accordance with the **Residential Tenancies and Rooming Accommodation Act 2008 (QLD)**.
- 2.2 The required standard is that the property be left in a **similar condition to the Entry Condition Report, fair wear and tear excepted**.
- 2.3 The DAS Cleaning Co. does **not guarantee a bond return**, as this remains the responsibility of the lessor, agent, and RTA processes.
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3. Scope of Works

- 3.1 Only areas and services explicitly listed in the quote or booking confirmation are included.
- 3.2 The following are **excluded unless specified**:
- Carpet cleaning
 - Pest control
 - Wall washing beyond light spot cleaning
 - Mould remediation
 - External cleaning and pressure washing
 - Biohazard or excessive contamination
- 3.3 Any additional work required due to property condition will be **charged at standard commercial rates**.
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4. Property

4.1 Quotes are based on information provided by the Client.

4.2 If the Property is:

- Heavily soiled
- Neglected beyond reasonable use
- Contaminated or unsafe

the DAS Cleaning Co. reserves the right to:

- Adjust pricing immediately
 - Suspend or terminate service
 - Charge additional labour without prior approval where required to continue
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5. Access, Utilities & Readiness

5.1 The Client must ensure:

- The Property is fully vacated
- All personal belongings and rubbish are removed
- Electricity and water are fully connected
- Safe and unrestricted access is provided

5.2 Failure to meet these conditions may result in:

- Cancellation or delay
 - Additional charges
 - Voiding of guarantees
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6. Pricing & Payment

6.1 All prices are estimates unless otherwise stated.

6.2 Final charges are based on:

- Actual property condition
- Time and labour required

6.3 Payment terms:

- Payment is due **48 hours prior to the commencement of the clean.**
- Bookings with short notice may require payment in full at the time of booking.
 - This will be discussed at the time of booking.
- A \$250 deposit will be required within 24 hours of the booking.
- Unpaid invoices may result in debt recovery action

6.4 The DAS Cleaning Co. reserves the right to **withhold any guarantees or return visits** until full payment is received.

7. Strict Re-Clean (Bond Back Guarantee)

7.1 The DAS Cleaning Co. offers a **limited re-clean guarantee** subject strictly to all conditions below.

7.2 The guarantee applies only where:

- The guarantee begins at the time of the completed clean and last for 72 hours.
- Notification is received within **72 hours of bond cleaning being completed.**
- The Property remains vacant and untouched
- Utilities remain connected
- Issues are directly related to cleaning

7.3 The guarantee is **immediately void** if:

- Any person or third party re-enters the property after completion
- Additional works are carried out post-clean
- The issue relates to damage, wear and tear, or maintenance
- Payment has not been made in full

7.4 The DAS Cleaning Co. retains **sole discretion** in determining:

- Whether a re-clean is warranted
- The scope of any return service



8. Third-Party Trades (Strict Liability Limitation)

8.1 Once the DAS Cleaning Co. exits the Property, **all liability ceases immediately.**

8.2 Any access by:

- Contractors
- Tenants
- Agents
- Landlords

automatically voids all guarantees without exception.

8.3 The DAS Cleaning Co. is not responsible for:

- Dust, debris, odours, or damage caused after service
- Cleaning standards affected by subsequent works
- Any agent claims following third-party access

8.4 Any return visit requested after third-party access is treated as a **new service at full cost.**

9. Agent & Inspection Clause

9.1 The DAS Cleaning Co. is **not bound by subjective standards** imposed by individual agents.

9.2 Cleaning is assessed against:

- RTA guidelines
- Entry Condition Report
- Reasonable professional standards

9.3 The DAS Cleaning Co. reserves the right to **reject unreasonable re-clean demands**, including:

- Items outside scope
 - Pre-existing damage
 - Excessive or repetitive requests
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10. Limitations of Liability

10.1 The DAS Cleaning Co. is not liable for:

- Pre-existing damage
- Fair wear and tear
- Age-related deterioration of surfaces
- Failure of items due to cleaning (e.g., brittle fittings, degraded sealants)

10.2 Liability is strictly limited to:

- Re-performance of the service OR
- A partial refund at the DAS Cleaning Co.'s discretion

10.3 Under no circumstances will the DAS Cleaning Co. be liable for:

- Bond deductions
- Financial losses
- Consequential damages

11. Damage Reporting

11.1 Any claims for damage must be reported within **24 hours of service completion**.

11.2 Claims made after this period will not be accepted.

12. Cancellation & Fees

12.1 Cancellation fees apply:

- A \$250 non-refundable deposit is used to secure the booking.
- 48+ hours: Full refund minus deposit.
- 24–48 hours: Up to 50%
- Less than 24 hours: Up to 100%

12.2 If access is not provided on arrival, full charges may apply.



13. Health & Safety

13.1 The DAS Cleaning Co. may refuse or stop work where:

- Conditions are unsafe
- Hazardous materials are present
- There is risk to staff

13.2 No refunds apply where work cannot proceed due to unsafe conditions.

14. Timeframes

14.1 All time estimates are indicative only.

14.2 Completion is based on scope, not time spent onsite.

15. Force Majeure

15.1 The DAS Cleaning Co. is not liable for delays caused by:

- Weather
 - Illness
 - Equipment failure
 - Events beyond reasonable control
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16. Entire Agreement

16.1 This Agreement overrides all prior discussions or representations.

16.2 No variation is valid unless agreed in writing.

17. Governing Law

17.1 This Agreement is governed by the laws of Queensland, Australia.

18. Acceptance & Binding Agreement

18.1 By booking or allowing work to commence, the Client:

- Acknowledges they have read and understood this Agreement
- Accepts all terms without limitation
- Waives the right to dispute conditions outlined herein



19. Photo Evidence Clause

19.1 The Client acknowledges and agrees that the DAS Cleaning Co. reserves the unrestricted right to capture photographic and/or video evidence of the Property, including before, during, and after completion of services.

19.2 Such evidence may be used by the DAS Cleaning Co. for:

- Quality assurance and training purposes
- Verification of completed works
- Defence against complaints, claims, or disputes

19.3 The Client agrees that photographic evidence constitutes **valid and binding proof** of the condition of the Property at the time-of-service completion.

19.4 The DAS Cleaning Co. is not required to provide copies of such evidence unless deemed necessary at its sole discretion.

20. Parking & Access Fees

20.1 The Client is responsible for ensuring adequate and lawful access to the Property, including suitable parking for service vehicles.

20.2 Where the Property involves:

- Paid parking
- Limited access
- Restricted entry times
- Excessive distance from parking to premises
- Multi-level buildings without lift access

the DAS Cleaning Co. reserves the right to apply **additional charges** to account for increased time, labour, and operational costs.

20.3 Any parking fees, tolls, or costs incurred will be **charged directly to the Client**.

20.4 Delays caused by access restrictions may result in:

- Additional labour charges
 - Reduced scope of works
 - Rescheduling at full cost
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21. Key Handling & Return Clause

21.1 Unless expressly agreed in writing, the DAS Cleaning Co. does **not accept responsibility** for the collection, storage, or return of keys.

21.2 Where key handling is agreed:

- The Client assumes all risk associated with key access
- DAS Cleaning Co. is authorised to leave keys in a designated location or return via agreed method

21.3 DAS Cleaning Co. accepts **no liability** for:

- Loss, theft, or damage of keys
- Unsecured premises following service
- Any consequences resulting from key handling instructions

21.4 Where keys cannot be returned due to access issues or agent unavailability, the DAS Cleaning Co. is deemed to have **fulfilled its obligation** upon completing the service.

22. Unreasonable Agent Demands Clause

22.1 The Client acknowledges that property managers and lessors may impose subjective or excessive cleaning expectations that extend beyond legal tenancy requirements.

22.2 DAS Cleaning Co. is only obligated to meet cleaning standards consistent with:

- The **Residential Tenancies and Rooming Accommodation Act 2008 (QLD)**
- The Entry Condition Report
- Reasonable professional cleaning standards

22.3 DAS Cleaning Co. expressly rejects liability for any demands that:

- Exceed the above standards
- Relate to fair wear and tear, damage, or maintenance issues
- Require additional services not included in the original scope

22.4 DAS Cleaning Co. reserves the absolute right to **refuse re-cleans or additional work** where agent requests are deemed unreasonable, excessive, or outside contractual scope.

22.5 Any additional work requested by agents or clients beyond the original scope will be treated as a **new service and charged accordingly**, regardless of inspection outcomes.

22.6 DAS Cleaning Co. is not responsible for:

- Bond deductions imposed due to agent discretion



- Disputes between the Client and the agent/lessor
 - Any refusal by agents to accept the completed clean
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23. Scope Creep Protection Clause

23.1 The agreed scope of works is strictly limited to the services outlined in the quote, booking confirmation, or invoice.

23.2 Any request, expectation, or requirement outside of this agreed scope—including during or after the service—will be classified as **additional work**.

23.3 DAS Cleaning Co. is under **no obligation** to perform additional work without:

- Formal approval, and
- Agreement to additional charges

23.4 Situations that constitute scope creep include, but are not limited to:

- Requests for wall washing beyond spot cleaning
- Additional rooms, areas, or surfaces not originally quoted
- Increased cleaning due to undisclosed property condition
- Agent or tenant requests made after service completion

23.5 If additional work is required to meet inspection expectations, the work will be:

- Quoted separately, and
- Charged at the DAS Cleaning Co. current commercial rates

23.6 Refusal by the Client to approve additional costs does not constitute failure of service by DAS Cleaning Co.



24. Abandonment of Job Clause (Unsafe or Excessive Conditions)

24.1 DAS Cleaning Co. reserves the absolute right to suspend or terminate services at any stage where the Property is determined to be:

- Unsafe for staff
- Heavily contaminated (including biohazards, excessive mould, waste, or infestation)
- Significantly misrepresented at the time of booking
- Beyond reasonable cleaning scope for a standard Bond Clean

24.2 In such circumstances, DAS Cleaning Co. may, at its sole discretion:

- Cease work immediately
- Require additional charges to continue
- Reclassify the job as a specialised or intensive clean

24.3 Where services are suspended or abandoned:

- All time, labour, and costs incurred up to that point remain payable in full
- Deposits are non-refundable
- DAS Cleaning Co. holds no obligation to complete the service

24.4 DAS Cleaning Co. is not liable for:

- Failure to meet inspection deadlines
- Bond deductions arising from incomplete cleaning
- Any inconvenience caused by service termination

24.5 The Client acknowledges that failure to accurately disclose property condition **constitutes acceptance of risk** under this clause.

25. Agent Report Upload Requirement Clause

25.1 The Client must provide a **formal written inspection report** from the property manager or lessor as a mandatory condition for any re-clean request.

25.2 Acceptable documentation includes:

- Entry/Exit Condition Report comparison
- Written agent inspection report
- Email outlining specific cleaning items
- Photographic evidence clearly identifying affected areas



25.3 DAS Cleaning Co. will **not accept**:

- Verbal feedback
- Generalised or vague complaints (e.g., “not clean enough”)
- Requests without specific itemisation of issues
- Claims submitted without evidence

25.4 All reports must:

- Clearly specify each cleaning issue
- Be submitted within the required re-clean timeframe (e.g., 72 hours)
- Relate directly to areas included in the original scope of works

25.5 DAS Cleaning Co. reserves the right to:

- Reject incomplete, unclear, or unsupported reports
- Determine whether the reported issues are valid and cleaning-related
- Require additional clarification before considering any re-clean

25.6 Failure to provide adequate documentation will result in:

- Automatic rejection of the re-clean request
- Immediate voiding of the Bond Back Guarantee

25.7 The Company is not responsible for:

- Delays caused by the Client or agent in providing reports
- Follow-up inspections conducted without proper documentation
- Reinspection fees incurred due to incomplete submissions

26. Refund Policy (Strict Limitation of Liability)

26.1 All services provided by DAS Cleaning Co. are **non-refundable once commenced or completed**, except as expressly outlined in this clause.

26.2 The Client acknowledges that cleaning services are **labour-based and non-reversible**, and therefore refunds are not applicable for:

- Change of mind
- Dissatisfaction based on subjective standards
- Agent or third-party opinions
- Bond deductions or tenancy disputes



27. Exclusive Remedy (Re-Clean Over Refund)

27.1 Where the Client alleges that services have not been performed to standard, the **sole and exclusive remedy** offered by DAS Cleaning Co. is a **re-clean**, strictly in accordance with the Bond Back Guarantee & Re-Clean Policy.

27.2 Refunds will **not be offered in place of a re-clean** under any circumstances.

27.3 Refusal by the Client or agent to allow a re-clean:

- Voids any entitlement to compensation
- Releases DAS Cleaning Co. from all further obligation

28. Limited Refund Circumstances

28.1 A refund may only be considered where DAS Cleaning Co., at its **sole discretion**, determines that:

- The service was not delivered at all; or
- A substantial portion of the agreed scope was not performed

28.2 Any approved refund will be:

- Partial only (not full), and
- Limited strictly to the value of the unperformed service

28.3 Refunds will not be issued for:

- Completed work
- Minor omissions or touch-ups
- Any issue capable of being rectified by re-clean

29. Maximum Liability Cap

29.1 In all circumstances, the total liability of DAS Cleaning Co. is **strictly limited to the total amount paid by the Client for the service**.

29.2 Under no circumstances will DAS Cleaning Co. be liable for:

- Indirect, incidental, or consequential loss
- Loss of bond or rental income
- Reinspection fees
- Costs of engaging alternative cleaners



30. Conditions That Void Refund Eligibility

30.1 The Client automatically forfeits any refund entitlement if:

- The Property has been accessed by any third party after service
 - Payment has not been made in full
 - A re-clean opportunity was not provided
 - The issue falls outside the agreed scope
 - The Client breaches any part of the Terms & Conditions
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31. Chargebacks & Payment Disputes

31.1 The Client agrees not to initiate chargebacks or payment disputes without first following the Company's formal complaints and re-clean process.

31.2 Any chargeback initiated in breach of this Agreement may result in:

- Immediate recovery action
- Additional administrative and legal fees
- Permanent refusal of future service

32. No Set-Off Clause

32.1 The Client agrees that all invoices issued by DAS Cleaning Co. must be paid **in full, without deduction, withholding, or set-off**, regardless of any claim, dispute, or dissatisfaction.

32.2 The Client is **not entitled** to:

- Withhold payment
- Deduct alleged damages
- Offset any claimed losses or costs against the invoice amount

32.3 Any concerns regarding service must be addressed strictly in accordance with:

- The Complaints Procedure, and
- The Bond Back Guarantee & Re-Clean Policy

32.4 The existence of a dispute does **not** relieve the Client of their obligation to make full payment when due.

32.5 Failure to pay in full constitutes a **material breach of contract**, and may result in:

- Immediate suspension of any guarantee or re-clean eligibility



- Referral to debt recovery proceedings
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33. Debt Recovery & Enforcement Clause

33.1 In the event of non-payment, DAS Cleaning Co. reserves the right to take **immediate recovery action** without further notice.

33.2 The Client agrees to be liable for **all costs associated with recovery of outstanding amounts**, including but not limited to:

- Debt collection agency fees
- Legal fees (solicitor and court costs)
- Administrative and processing costs
- Interest charges where applicable

33.3 Interest may be charged on overdue amounts at a rate determined by DAS Cleaning Co., or the maximum rate permitted under Queensland law.

33.4 The Client authorises DAS Cleaning Co. to:

- Share relevant information with debt collection agencies
- List unpaid debts with credit reporting bodies where legally permitted

33.5 Any payments received may be applied at the discretion of DAS Cleaning Co. toward:

- Outstanding invoices
- Recovery costs
- Interest accrued

33.6 The Client acknowledges that failure to comply with payment terms may result in:

- Legal proceedings
- Enforcement action
- Additional financial liability beyond the original invoice

34. Booking & Service Engagement Clause (Binding Agreement)

34.1 A booking is confirmed once the Client:

- Accepts a quote (verbally or in writing), OR
- Confirms via message/email, OR
- Pays a deposit, OR
- Provides access details or keys



34.2 Upon confirmation, the Client enters into a **legally binding agreement** with DAS Cleaning Co. and accepts all Terms & Conditions in full.

35. Deposits & Booking Security

35.1 DAS Cleaning Co. reserves the right to require a **non-refundable deposit** to secure any booking.

35.2 A booking is not guaranteed until:

- Deposit is received (where applicable), OR
- Written confirmation is provided by DAS Cleaning Co.

35.3 Deposits may be forfeited if:

- The Client cancels or reschedules within restricted notice periods
 - The Property is not ready or accessible
 - The Client breaches any part of this Agreement
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36. Accuracy of Booking Information

36.1 The Client is solely responsible for ensuring all details provided are accurate, including:

- Property size and layout
- Number of rooms and bathrooms
- Condition of the Property
- Required services

36.2 Any misrepresentation may result in:

- Immediate price adjustments
 - Additional charges
 - Refusal or delay of service
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37. Scheduling & Timing

37.1 Booking times are **estimates only**, not guarantees.

37.2 DAS Cleaning Co. reserves the right to:

- Adjust arrival times due to prior jobs, access issues, or unforeseen delays
- Reschedule bookings where necessary



37.3 The Client is not entitled to compensation for:

- Delays
 - Timing changes
 - Rescheduling outside of DAS Cleaning Co.'s control
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38. Access Failure

38.1 If DAS Cleaning Co. is unable to access the Property at the scheduled time:

- The booking may be cancelled, and
- A full charge (up to 100%) may apply

38.2 Where access is delayed:

- Additional labour time will be charged
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39. Refusal of Service

39.1 DAS Cleaning Co. reserves the absolute right to refuse or decline any booking where:

- Property conditions are unacceptable or unsafe
- The Client has a history of disputes or non-payment
- Information has been misrepresented

39.2 No liability is accepted for refusal of service under this clause.

40. Booking Changes & Amendments

40.1 Any changes to the booking must be:

- Requested in writing, and
- Approved by DAS Cleaning Co.

40.2 Changes may result in:

- Price adjustments
 - Loss of booking priority
 - Rescheduling fees
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41. Urgent & Short-Notice Booking Clause

41.1 An *urgent booking* is defined as any service scheduled within **48 hours** (or timeframe determined by DAS Cleaning Co.) of the requested service date.

41.2 DAS Cleaning Co. reserves the right to apply an **urgent service surcharge** to all short-notice bookings to account for:

- Schedule disruption
- Overtime labour allocation
- After-hours or priority service requirements

41.3 Limited Availability & Priority Allocation

Urgent bookings are accepted strictly subject to:

- Availability of staff and resources
- Operational feasibility

DAS Cleaning Co. does **not guarantee availability** for urgent requests.

41.4 No Guarantee of Completion Timeframes

For urgent bookings, the Client acknowledges:

- Timeframes are **indicative only**
- Completion may extend beyond agent deadlines
- No liability is accepted for missed inspections or rebooking fees

41.5 Strict Payment Terms for Urgent Jobs

For all urgent bookings:

- Full payment or deposit may be required **upfront**
- Work may be refused if payment terms are not met

41.6 No Cancellation Flexibility

Urgent bookings are **strictly non-flexible**, and:

- Cancellation within 48 hours may incur **up to 100% of the booking fee**
- Deposits are **non-refundable under all circumstances**



41.7 Reduced Guarantee Eligibility (Important Protection)

Due to the nature of urgent bookings, the Client acknowledges:

- There is **limited opportunity for re-clean scheduling**
- Re-clean guarantees may be **restricted or void** where timelines do not allow
- DAS Cleaning Co. is **not responsible for agent-imposed urgency or deadlines**

41.8 Client Risk Acceptance

By proceeding with an urgent booking, the Client:

- Accepts all risks associated with short-notice scheduling
- Acknowledges reduced flexibility and increased costs
- Agrees that urgency **does not alter or override any Terms & Conditions**