

# DAS Cleaning Co.

## Terms & Conditions

Effective Date: 05/05/2026

By engaging DAS Cleaning Co. for services, whether in part or in full, and whether by payment or by any other form of agreement, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.

These Terms & Conditions apply to all services provided by DAS Cleaning Co.

### 1. GENERAL TERMS (ALL SERVICES)

#### 1.1 Bookings & Access

Accurate booking information must be provided. Safe and clear access must be available at the agreed time. Failure to provide access may result in the service being charged in full.

#### 1.2 Pricing

Pricing is based on information provided at booking. Quotes are estimates unless stated otherwise. Additional charges may apply if conditions differ from those described.

#### 1.3 Payments

Payment is required no later than 48 hours prior to the scheduled service being completed, unless otherwise agreed in writing. DAS Cleaning Co. reserves the right to withhold or cancel services where payment has not been received by the required time.

#### 1.4 Cancellations

Cancellations must be notified to DAS Cleaning Co. by both email and text message.

- Cancellations made 48 hours or more prior to the scheduled service will receive a full refund, less a 10% administration and processing fee.
- Cancellations made less than 48 hours but more than 24 hours prior to the scheduled service will receive a 50% refund.
- Cancellations made less than 24 hours prior to the scheduled service will receive no refund.

### 1.5 Health & Safety

We reserve the right to refuse or stop work where conditions are unsafe. Customers must disclose hazards such as mould, aggressive animals, or biohazards.

### 1.6 Damage & Liability

Reasonable care is taken at all times. DAS Cleaning Co. is not responsible for pre-existing damage, normal wear and tear, or damage caused by faulty items or surfaces. Claims must be reported within 24 hours.

### 1.7 Australian Consumer Law

Nothing in these Terms limits your rights under the Australian Consumer Law.

## 2. HOME CLEANING TERMS

### 2.1 Scope of Service

Services are provided according to the agreed checklist. Tasks outside the booking scope require prior approval.

### 2.2 Standard of Clean

Home cleaning is a maintenance service, not a restoration service. Results may vary depending on property condition.

### 2.3 Customer Responsibilities

Homes should be reasonably tidy. Heavy furniture will not be moved unless agreed.

## 3. BOND / END-OF-LEASE CLEANING TERMS

### 3.1 Bond Return

Bond return is not guaranteed as final approval rests with the property manager or landlord.

### 3.2 Re-Clean Policy

Concerns must be reported within 24–48 hours. Re-cleans apply only to items within the original scope and do not cover pre-existing damage.

### 3.3 Utilities & Access

Electricity and water must be available. Additional fees may apply if services are delayed or rescheduled.

### 3.4 Heavily Soiled Properties

Excessively dirty properties may require additional charges. Severe mould, pests, or biohazards may fall outside standard services.

## 4. OFFICE & COMMERCIAL CLEANING TERMS

### 4.1 Access & Security

Clients must provide accurate access and security instructions. We are not responsible for alarm activations due to incorrect details.

### 4.2 Service Times

Services are provided within agreed timeframes. Restricted access or delays may incur extra charges.

### 4.3 Equipment & Supplies

We provide equipment and supplies unless otherwise agreed. Client-supplied products are used at the client's risk.

### 4.4 Ongoing Services

Regular services may require a minimum notice period for cancellation, as agreed in the service arrangement.

## 5. REFUNDS & DISPUTES

Refunds are managed in accordance with these Terms and our Refund Policy. Concerns must be raised within the required timeframe.

## 6. CHANGES TO TERMS

We may update these Terms & Conditions at any time. The version in effect at booking applies.

## 7. CONTACT DETAILS

DAS Cleaning Co.

Phone: 0420 755 417

Email: [dascleaningco@outlook.com](mailto:dascleaningco@outlook.com)