

DAS Cleaning Co.

Refund & Service Satisfaction Policy

Effective Date: 05/05/2026

1. Our Commitment

DAS Cleaning Co. is committed to delivering high-quality cleaning services and ensuring customer satisfaction. If you are not satisfied with a service provided, please contact us so we can address the issue promptly and fairly.

2. Eligibility for Refunds or Rectification

Refunds or service rectification may be offered where the service was not carried out as agreed, where cleaning quality falls below reasonable professional standards, or where a service was missed or incomplete due to our error. All refund requests are assessed on a case-by-case basis.

3. Notification Timeframe

Any issues must be reported within 24 hours of service completion. Photographic evidence may be requested. Failure to notify within this timeframe may void eligibility for a refund or re-clean.

4. Payments

Payment is required no later than 48 hours prior to the scheduled service being completed, unless otherwise agreed in writing.

5. 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 not be eligible for a refund.

6. Exclusions

Refunds will not be provided for pre-existing damage, normal wear and tear, services outside the agreed scope, restricted access, unsafe conditions, or issues caused by incorrect information provided by the client.

7. Australian Consumer Law

Nothing in this policy limits your rights under the Australian Consumer Law. You are entitled to remedies if services are not delivered with due care and skill, are not fit for purpose, or do not match the agreed description.

8. Contact Details

DAS Cleaning Co.

Phone: 0420 755 417

Email: dascleaningco@outlook.com