



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

DAS Cleaning Co

Bond Back Guarantee & Re-Clean Policy (QLD) – Effective 25/06/2026

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DAS Cleaning Co.

Bond-Back & Re-Clean Conditions of Agreement

BOND BACK GUARANTEE & RE-CLEAN POLICY (QLD) – DAS Cleaning Co.

1. Nature of Guarantee

1.1 DAS Cleaning Co. offers a **limited, conditional re-clean guarantee** only.

1.2 This is **not a guarantee of bond return** under any circumstances.

1.3 Bond return outcomes are determined solely by:

- Property managers / lessors
- The Residential Tenancies Authority (RTA)

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

- Partial or full bond deductions
- Disputes between tenants and agents
- Inspection outcomes outside our control

2. Eligibility for Re-Clean

2.1 A re-clean will only be considered where **ALL** of the following conditions are satisfied:

- 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**.
- Written evidence is provided (agent report and/or photos)
- The issue relates **directly to cleaning**, not damage or wear and tear
- The Property remains **vacant and unchanged** since service completion
- All utilities (electricity and water) remain connected
- Full payment has been made

2.2 Failure to meet **any one** of these conditions automatically voids the guarantee.



3. Absolute Voiding Conditions

The re-clean guarantee is **immediately and permanently void** if:

3.1 Any person enters the Property after service completion, including:

- Tenants
- Agents
- Landlords
- Tradespeople or contractors

3.2 Any work is performed after the clean, including:

- Carpet cleaning
- Pest control
- Maintenance or repairs

3.3 Utilities are disconnected or inaccessible at inspection or re-clean stage

3.4 The Property condition is altered in any way after completion

3.5 The Client fails to provide timely or accurate inspection feedback

3.6 The Property was not fully vacated at the time of service

4. Scope of Re-Clean

4.1 DAS Cleaning Co. will only address **specific cleaning-related items** identified during inspection.

4.2 The following are **strictly excluded**:

- New areas or items not originally cleaned
- Pre-existing damage or deterioration
- Fair wear and tear
- Items outside the original scope of works

4.3 Any additional work will be:

- Quoted separately
 - Charged at standard commercial rates
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5. Company Discretion

5.1 DAS Cleaning Co. retains **sole and absolute discretion** in determining:

- Whether a re-clean request is valid
- Whether the issue is cleaning-related
- The scope and method of any return service

5.2 DAS Cleaning Co. may **decline a re-clean** where:

- The request is subjective or unreasonable
- The agent's expectations exceed RTA standards
- The issue cannot be clearly attributed to our service

5.3 The decision of DAS Cleaning Co. is **final and binding**.

6. Timeframe for Re-Clean

6.1 Re-cleans will be scheduled within a **reasonable timeframe**, subject to availability.

6.2 DAS Cleaning Co. is not liable for:

- Inspection delays
 - Re-inspection fees
 - Urgent booking requirements imposed by agents
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7. Access Requirements

7.1 The Client must provide:

- Safe, lawful, and timely access
- Clear instructions for entry

7.2 If access is not available:

- The re-clean will be cancelled
 - The guarantee will be void
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8. Third-Party Interference

8.1 Any involvement of third parties after service completion by DAS Cleaning Co. **automatically voids this guarantee without exception.**

8.2 DAS Cleaning Co. will not:

- Investigate responsibility between parties
- Provide partial coverage
- Accept shared liability

8.3 Any re-attendance after third-party access is treated as a **new paid service.**

9. Photo Evidence Authority

9.1 DAS Cleaning Co. reserves the right to rely on:

- Before, during, and after service photos
- Internal quality records

9.2 These records constitute **definitive evidence** of service completion and Property condition.

10. Limitation of Liability

10.1 DAS Cleaning Co.'s liability is strictly limited to:

- One re-clean attempt (if approved), OR
- Partial refund at sole discretion

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

- Bond loss
 - Consequential or financial damages
 - Legal disputes or tribunal outcomes
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11. Non-Transferability

11.1 This guarantee:

- Applies only to the original Client
 - Cannot be transferred, assigned, or extended
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12. No Ongoing Obligation

12.1 Once DAS Cleaning Co. exits the Property:

- Responsibility for its condition transfers entirely to the Client

12.2 DAS Cleaning Co. has **no obligation** beyond the terms outlined in this document.

13. Agent Report Upload Requirement

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

13.2 Acceptable documentation includes:

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

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

- Verbal feedback
- Generalised or vague complaints
- Requests without itemised issues
- Claims submitted without supporting evidence

13.4 All documentation must:

- Clearly specify each cleaning issue
- Be submitted within the required timeframe
- Relate directly to the original scope of works

13.5 DAS Cleaning Co. reserves the right to:

- Reject incomplete or unclear reports
- Request further clarification
- Determine validity at its sole discretion

13.6 Failure to provide adequate documentation will result in:

- Immediate rejection of the re-clean request
- Automatic voiding of the guarantee



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14. Acceptance of Terms

14.1 By engaging DAS Cleaning Co., the Client:

- Acknowledges full understanding of this policy
- Accepts all conditions, limitations, and exclusions
- Waives any claim inconsistent with these terms