KLENZ
CLEANING GROUP

Terms and Conditions - Commercial

These terms and conditions constitute the full and complete service agreement (the "Agreement") between you (the "Customer") and Klenz Cleaning Group (the "Contractor") 6 Breen Street Gunnedah, NSW 2489 Australia for the provision of Services by the Contractor.

Please take some time to review this Agreement. Use of our Services constitutes your acceptance of these terms and conditions.

1. Requests

1.1. The Customer may request a service at any time by forwarding an approved purchase order to the Contractor via bookings@klenz.com.au
1.2. The Contractor reserves the right, at any time and without reason to decline the provision of any requested for service.

2. Scheduling

2.1. The Contractor will schedule the attendance of one or more Technicians to attend the Premises and provide the requested Service.
2.2. The Contractor will schedule the requested service at a time mutually agreed between the Contractor and the Customer.
2.3. The Contractor will email the Customer a booking confirmation stating the requested service, service location, service date and service time.
2.4. The Customer will reply email the Contractor and advise of any errors identified within the Contractors email confirming the service.
2.5. Due to the nature of the Contractors business actual arrival times may fluctuate up to 30 minutes before and after the scheduled time.

3. Inspections

3.1. Prior to the commencement of any service the Contractor will conduct a pre-service inspection of all scheduled areas and items.
3.2. During the inspection, the Contractor will identify and document fibre types, pre-existing conditions, pre-existing damage, as well as any additional services required to achieve the expectations of a professional carpet cleaner.
3.3. The Customer authorises the Contractor to take still and video images relating to the scheduled service only.

4. Authority To Proceed

4.1. At the completion of the Contractors pre-service inspection the Contractor will modify the scheduled service to reflect the actual onsite requirements including but not limited to standard room quantities, heavy soil treatments, speciality stain treatments and urine treatments.
4.2. The Customer authorises the Contractor to proceed with the modified services providing such modification does not exceed $300.00 ex GST.

5. Quotations

5.1. Where the requirement of any scheduled service exceeds $300.00 ex GST the Contractor will provide the Customer a formal quotation for the actual service requirements.
5.2. All formal quotation provided to the Customer are valid for a period of 14 days.

6. Carpet Dry Cleaning Services

6.1. The Contractor will perform all carpet cleaning dry services in accordance with standards set out by the CRI and commits to remove the following soil conditions and general spots during its standard cleaning procedures.

- Light to medium soil conditions
- General spots

6.2. The following services are included in the Contractors standard carpet dry cleaning service.

- Pre-inspect
- Pre-treat
- Pre-dwell
- Pre-vacuum
- Pre-spray
- Dry extraction

6.2 The following additional services are not included in the Contractors standard carpet dry cleaning service.

- Heavy soil treatments
- Speciality stain treatments
- Urine & odour decontamination

6.3. Suitability of the Customers requested service is at the sole discretion of the Contractor.
6.4. The Contractor cannot be held responsible for any dislodged hair and dander resulting from the service.
6.5. The Contractor cannot be held responsible for cellulosic browning, spots, and stains not apparent during visual pre-inspections.
6.6. The Contractor cannot be held responsible for any visual defects resulting from pile crush, reversal, or any other structural damage.

7. Carpet Steam Cleaning Services

7.1. The Contractor will perform all carpet steam cleaning services in accordance with IICRC S100 standards and commits to remove the following soil conditions and general spots during its standard cleaning procedures.

- Light to medium soil conditions
- General spots

7.2. The following services are included in the Contractors standard carpet steam cleaning service.

- Pre-inspect
- Pre-treat
- Pre-dwell
- Pre-vacuum
- Pre-spray
- Wet extraction

7.3. The following additional services are not included in the Contractors standard carpet steam cleaning service.

- Heavy soil treatments
- Speciality stain treatments
- Urine & odour decontamination

7.4. Suitability of the Customers requested service is at the sole discretion of the Contractor.
7.5. The Contractor cannot be held responsible for any malodours resulting from the service.
7.6. The Contractor cannot be held responsible for any dislodged hair and dander resulting from the service.
7.7. The Contractor cannot be held responsible for cellulosic browning, spots, and stains not apparent upon visual inspection.
7.8. The Contractor cannot be held responsible for any visual defects resulting from pile crush, reversal, or any other structural damage.

8. Upholstery Steam Cleaning Services

8.1. The Contractor will perform all upholstery steam cleaning services in accordance with IICRC S300 standards and commits to remove the following soil conditions and general spots during its standard cleaning procedures.

- Light to medium soil conditions
- General spots

8.2. The following services are included in the Contractors standard upholstery steam cleaning service.

- Pre-inspect
- Pre-treat
- Pre-dwell
- Pre-vacuum
- Pre-spray
- Wet extraction

8.3. The following additional services are not included in the Contractors standard upholstery steam cleaning service.

- Heavy soil treatments
- Speciality stain treatments
- Urine & odour decontamination
- Reverse cleaning of seats
- Heavy pet hair removal

8.4. Suitability of the Customers requested service is at the sole discretion of the Contractor.
8.5. The Contractor cannot be held responsible for any malodours resulting from the service.
8.6. The Contractor cannot be held responsible for any dislodged hair and dander resulting from the service.
8.7. The Contractor cannot be held responsible for cellulosic browning, spots, and stains not apparent upon visual inspection.
8.8. The Contractor cannot be held responsible for any visual defects resulting from pile crush, reversal, or any other structural damage.

9. Heavy Soil Treatments

9.1. The Contractor will perform all heavy soil treatment in accordance with IICRC S100 standards.

9.2. The following services and chemistry are included in the Contractors heavy soil treatments.

- Enzyme Booster
- Increased Dwell
- Solvent Booster
- Mechanical agitation

9.3. The Contractor cannot be held responsible for any malodours resulting from the service.
9.4. The Contractor cannot be held responsible for any wicking resulting from this service.
9.5. The Contractor cannot be held responsible for any dislodged hair and dander resulting from the service.
9.6. The Contractor cannot be held responsible for cellulosic browning, spots, and stains not apparent upon visual inspection.
9.7. The Contractor cannot be held responsible for any visual defects resulting from pile crush, reversal, or any other structural damage.
9.8. The Customer acknowledges that:

- Some heavy soil conditions may require secondary cleaning to rectify.
- The Contractor expects lengthy dry time where heavy soil treatments have been provided.
- Wicking may occur post service requiring whole room treatments to remediate at additional costs.

10. Speciality Stain Treatments

10.1. The Contractor will perform all speciality stain treatment in accordance with IICRC S100 standards.
10.2. The Customer acknowledges that:

- Some speciality treatments may take up to 48 hours to process.
- Some stains may be permanent and cannot be removed.
- Contractor cannot be held responsible for any colour loss that may occur as a result of this service.
- Contractor cannot be held responsible for and structural damage that may occur as a result of this service.

11. Urine & Odour Decontamination

11.1. The Contractor will perform all urine & odour decontamination services in accordance with IICRC S100 standards
11.2. The Customer acknowledges that:

- The Contractor cannot remove urine from pad or substrate materials.
- The Contractor cannot guarantee to remove all odours with out removing the pad and treating the substrate.
- Colour variations may be visible post service requiring whole room treatments to remediate at additional costs.
- The Contractor expects lengthy dry time where whole room decontamination services have been provided.
- Wicking may occur post service requiring whole room treatments to remediate at additional costs.

12. Post Cleaning

12.1. The Contractor makes no claim or guarantee to the actual dry times of and provided service.
12.2. The Customers understands that transitioning from wet carpets to hard surfaces presents significant slip and fall hazards and agrees not to access any area recently cleaning until such time as that area is completely dry.
12.3. The Customer acknowledges that the contractor will not be responsible for resoiling where wet carpet has been accessed.

13. Water Mitigation Services

13.1. The Contractor will perform all water mitigation services in accordance with IICRC S500 standards and commits to:

- Attend the effected property within 12 hours of formal notification.
- Extract and treat all affected areas/surfaces with an approved anti-microbial product.

14. Structural Drying Services

14.1. The Contractor will perform all structural drying services in accordance with IICRC S500 standards and commits to:

- Establish effective drying chambers within 12 hours of formal notification.
- Effectively dry all building materials below 15% WME (Wood Moisture Equivalent).

15. Health and Safety Risks

15.1. The Contractor is entitled to undertake a job safety analysis before the commencement of any service.
15.2. The Contractor may cease the provision of services at any time in the interest of workplace health and safety.

16. Payment Terms

16.1. Unless otherwise agreed to in writing all amounts due are to be paid within 14 day of receipt of the Contractors invoice.
16.2. The Customer will provide the payment reference on the Contractors invoice for all EFT remittances to the following account.

Account Name: Klenz Cleaning Group (Via Hnry)
BSB: 802-985 ACC: 31-362-5929

17. GST

17.1. Unless specified otherwise, all prices and quotations are expressed to be GST inclusive.

18. Service Guarantee

18.1. Customers with concerns relating to their service are asked to email the Contractor no later than 24 hours from the date and time of invoice.
18.2. For all aspects of the service delivery the Contractor is held responsible they will 100% guarantee their workmanship.
18.5. The Contractor may, at its discretion, provide the Customer any of the following remedies to successfully correct poor workmanship.

- Re-supply of the service without charge.
- Either a partial or full refund of the invoice amount.
- Such other remedy as deemed appropriate by The Contractor.

19. Authority To Use

19.1. The Customer authorises the Contractor to use, in any way the Contractor see fit, still and video images taken in the provision the Customers requested service providing such images do not show the Customer, or any occupant within in the Customers Premises.

20. Changes to this Agreement

20.1. The Contractor reserves the right to update or modify these terms and conditions at any time without prior notice.
20.2. Each updated agreement will take effect 24 hours after it has been published on the website or electronically issued to the Customer.
20.3. The Customer agrees that any use of the Service following any such change, whether as a single job or as part of a regular Service, constitutes their agreement to follow and be bound by the terms and conditions as changed.