

Bond Cleaning - The Small Print

Check With Your Property Manager

Each Real Estate Agency and Property Manager may have different requirements of their tenants. We encourage you to check your lease agreement for any special requirements and advise us as soon as possible so that we can include these with your service. If we are not aware of these prior to the service they are not covered in our guarantee.

What Is Excluded From Our Bond Cleaning Service

The following services are excluded from our bond cleaning service (internal). Some items may be added at additional cost.

- Removal of stickers or removable hooks
- Removal or shifting of furniture
- Ceiling cleaning
- We do not complete grout cleaning
- External cleaning (e.g. balcony, external windows, patios)
- Baby/child safety latch/lock removal
- Rubbish bin cleaning
- External window cleaning
- Garage floor/wall oil stain removal
- Any cleaning that would result in damage
- Blind cleaning (optional extra)
- Full wall washing - small spot cleaning is completed in easily accessible areas as part of our standard clean. (optional extra)
- Intensive garage cleaning - we will vacuum/sweep; and clean light switches & power points as part of our standard clean
- Garage wall cleaning
- We do not clean appliances such as microwaves, fridges, etc.

Initial Inspection Upon Arrival

Upon arrival, our team will conduct a thorough walk-around of your property, together with you if you're present, to assess the service in comparison to the provided quote.

If any adjustments are needed that require additional cleaning time, we'll promptly notify you before proceeding with any work.

Tile & Grout Cleaning

While our cleaners include manual scrubbing of tiled areas in our bond clean, please note that we do not specialize in tile and grout cleaning.

Depending on the condition of your tiles and grout, a professional tile and grout clean may be necessary, which is a separate service from our bond clean.

Our Bond Clean Guarantee Details

Our commitment: Rectifying any concerns raised by your real estate agent about our bond clean, at no extra cost. Notify us of any issues within three days of completion.

Our guarantee covers all cleaned items except those excluded. For additional support beyond the original service, we offer assistance at standard bond service rates.



Questions?

Contact us on: hello@moxy.services or (07) 5430 0825

Zip now, pay later



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By using our services, you wholly agree to, in full, the following terms and conditions outlined by Moxy Services Pty Ltd (Moxy). It is recommended that you check the website before using our service, as these terms and conditions are subject to change at any time and as such, the most accurate version will be posted to our website www.moxy.services

THE BASICS At Moxy, we hold professionalism and respect in high regard. As such, we wish to communicate certain expectations regarding behavior and service standards. We want to emphasize that any form of behavior directed towards our team that is harassing, intimidating, threatening, or creates an atmosphere of fear, whether expressed verbally, in writing, or through physical actions, will not be tolerated. This includes instances of explicit language, racism, or defamatory remarks. Should such behavior occur, we reserve the right to take appropriate action, including legal measures, and may terminate services immediately without refund.

Additionally, we may take photographs of your premises before, during, and after our service for quality assurance purposes and to document any limitations. These images may also be utilized for commercial marketing purposes. However, your consent for such usage is paramount. If you do not wish for your premises to be included in our marketing materials, please notify us in writing or via email before the commencement of service.

Furthermore, it's important to note that our cleaning services are focused on removing basic dirt, grime, and dust. Stain removal services are not included in our standard offerings. For a comprehensive understanding of our service inclusions and exclusions, we encourage you to refer to our website.

PRICING When it comes to providing quotes or prices for our services, we want to ensure transparency and accuracy, albeit with a touch of flexibility. Allow me to shed some light on how our quoting process works:

All quotes offered before we physically visit and assess your premises are estimates. These estimates are based on what we consider to be the standard cleaning requirements for an average premise. However, please note that pricing may be subject to adjustment, even if we've received a more detailed description of your property beforehand.

Our goal is to quote as accurately as possible, considering various factors and services that may influence the final pricing. These factors include, but are not limited to:

1. Discrepancies between the initial description provided by the Customer or Managing Agent and the actual state of the premises.
2. Additional rooms or specific features not initially accounted for, such as window dressings or particular types of windows/doors.
3. Non-standard aspects of the premises, such as unique surface materials or complex design elements, requiring extra cleaning time.
4. The overall condition of the premises, especially if it's excessively dirty or heavily soiled.
5. Any areas of the premises that may require specialized cleaning by external service agents or pose safety concerns.
6. Any services requested that fall outside of our standard offerings, as outlined in our inclusions and exclusions list.
7. Additional costs incurred for accessing or servicing the premises, beyond what was initially anticipated.
8. Changes to the original service requirements from the time of quoting.
9. Any tasks involving the moving or removal of belongings, rubbish, or personal effects on the day of service.
10. Details such as fretwork, dado rails, beading, or fireplaces that weren't noted prior to quoting.

Should there be a need for variation in the quoted price, we'll reach out to you before commencing services. We'll discuss any issues and inform you of any extra charges that may apply. It's essential to accept and pay for these variations in advance to proceed with the services. If there are disagreements regarding the additional charges, we may not proceed with cleaning those specific issues, and consequently, the Bond Return Guarantee may not be guaranteed for all or part of the premises.

For bond cleaning services in furnished properties, additional time and charges will be allocated for moving personal items from cupboards and drawers. Terms regarding the movement of large, heavy, or awkward items in furnished properties are outlined below.

Please note that servicing outside of normal business hours will incur additional charges.

ACCESS For a smooth service experience, it's essential that we stay connected throughout the process. We kindly ask that you're reachable before and during the service. In the event we're unable to reach you beforehand, we may need to reconsider the appointment. In such cases, there may be a cancellation fee of up to 100% of the total quote, at our discretion.

Should we encounter any need for adjustments or clarifications during the service, your prompt availability is crucial. While we'll make every effort to proceed with the service, if we're unable to reach you for necessary updates, certain aspects may not be addressed as originally planned. This could impact our Bond Return Guarantee on parts of the premise.

Now, let's talk about access. We require unobstructed access to all areas that need servicing. Prior to our arrival, please ensure that the premise and driveway are clear of any furniture, appliances, personal belongings, rubbish, vehicles, or pets. If we find any of these items upon arrival, we may need to reschedule and charge a fee.

In some cases, we may opt to relocate small and lightweight items to an appropriate location to facilitate our work. While we'll handle your property with care, please note that we're not liable for any damages incurred during this process.

Additionally, it's important to have utilities like electricity and running hot water available during the service. If these utilities aren't connected, we can still attempt the service with your approval, but it may affect the applicability of our Bond Return Guarantee.

Furthermore, we prefer to work independently on the premise to ensure efficiency, safety and to ensure appropriate insurance cover for what is now deemed a worksite. If you or other service teams or contractors are present, we may need to reschedule to another available slot, which could incur a fee.

Lastly, if we identify areas with tight, complicated, or unsafe accessibility during inspection, we'll notify you beforehand. In such cases, the Bond Return Guarantee may not apply to these areas.

BOND RETURN GUARANTEE Our Bond Return Guarantee is our promise to ensure your satisfaction with our services. When you engage us for a job, we stand by the quality and completeness of our work to meet the minimum standard approved by the Managing Agent, making the return of your rental bond hassle-free.

We'll address any issues identified by the Managing Agent as falling below the minimum standard at no additional cost. However, please note that certain exclusions apply, as outlined in our Terms & Conditions and Exclusions List.

To initiate rectification services, the Managing Agent needs to provide a detailed report with photos and descriptions of the issues. We aim to complete these rectifications promptly, usually within 5 working days upon receipt of the report.

If a re-inspection is required, it should ideally happen within 1 business day after rectification. After this period, the job is considered finalized unless otherwise agreed upon.

We're not responsible for issues arising from natural occurrences beyond our control, such as settled dust or water marks. Similarly, surfaces/items subjected to excessive wear and tear may have limitations in cleaning, though we'll still provide a reasonable service.

Safety is paramount. If we identify any hazards, we reserve the right not to clean them, ensuring the safety of our team members. In such cases, the Bond Return Guarantee related to those areas is not applicable.

Please ensure the premise remains vacant after our service until all viewings/inspections are completed, except for third-party contractors organized by us.

Access to electricity and running hot water is essential for our service. If these utilities aren't available, we can attempt the service upon your approval, but the Bond Return Guarantee won't apply.

Lastly, if there are any disagreements regarding access, pricing, or payment, the Bond Return Guarantee may be voided unless previously agreed upon by both parties.

OTHER

1. We adhere to Australian Consumer Law in all our services. For details on your rights, visit www.consumer.gov.au.
2. If you contest the quality of our work, any credit or refund offered will be pro-rated based on the completed works. Refunds will be processed through the original payment method, minus any administration fees.
3. In case of a last-minute cancellation causing us to lose work, we reserve the right to charge a fee. A non-refundable deposit of \$120 may be required to secure our services.
4. Payment methods include credit/debit cards or cash on the day of service, or electronic funds transfer in advance. Failure to confirm payment may result in service cancellation.
5. Full payment is due before work commences unless otherwise agreed upon. Late payments may incur fees, and overdue accounts may accrue additional charges.
6. The Customer agrees to indemnify us for any legal or financial expenses resulting from violations of our terms. We reserve the right to report non-payments to relevant agencies.
7. Rescheduling within 24 hours may incur a fee, and same-day cancellations may result in charges. Safety concerns may lead to cancellations, with fees applicable as above.
8. If the premise's condition differs from the quote or unexpected circumstances arise, we may reschedule or cancel services at our discretion.
9. Customers must allow us to inspect and rectify any work below standard before engaging third parties. We're not liable for damages to fragile or worn parts of the premise.
10. While we strive for care, we're not responsible for damages caused by standard cleaning unless advised otherwise. Rectification will be at our discretion and within a reasonable timeframe.
11. Customers must report damages within 5 business days with documented evidence. We're indemnified from claims for incidental costs unless specified.
12. Events beyond our control may affect service delivery, but we'll make reasonable efforts to resume work promptly.

Complaints must be lodged via email to hello@moxy.services within 5 business days and include detailed information with photographic evidence.