



Brothers in hygiene (Pty) Ltd

Terms and conditions

These terms and conditions constitute the full and complete service agreement between you (the "Customer") and Brothers in hygiene (Pty) Ltd ("Service provider") of 23 Nevis crescent, Cosmo city, Roodepoort, South Africa, for the provision of cleaning services by Brothers in Hygiene.

Please take some time to review this Agreement as use of our services constitutes your acceptance of these terms and conditions:

1. Carpet and upholstery cleaning services

- i) Subject to the terms of this Agreement, Brothers in hygiene agrees to provide carpet, floor, car interior and upholstery cleaning services to the Customer at an address specified by the Customer (the "Premises").
- ii) Brothers in hygiene are committed to provide the cleaning service effectively in a professional manner and with care to accomplish a satisfactory work.
- iii) The type of cleaning services as agreed with the Customer at the time of the specified appointment.
- iv) Brothers in hygiene will provide one or more persons as a cleaning team to the Premises to view, inspect and to provide the Service at a time and date mutually agreed between Brothers in hygiene and the Customer.

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2. Customer Representations and Warranties

The Customer represents and warrants that:

- i) The customer will provide a safe working environment at the Premises for the cleaning services to be performed
- ii) No obstruction or disturbance to access to those areas of the Premises which require the cleaning services on the date of the appointment.
- iii) The Customer will provide the Brothers in hygiene cleaning team access to all services and utilities (including hot and cold water, electricity) as required by the cleaning team to provide the Service.
- iv) The Customer will advise Brothers in hygiene prior to the commencement of the cleaning service of any hazardous, slippery surfaces, risks or dangers which may exist in the Premises or vehicle.
- v) The Customer will secure or remove any delicate, valuable items, fragile, breakable, jewellery, works of art and antiques including cash, prior to the commencement of the cleaning service.

3. Health and Safety Risks

- i) Moisture on carpets and upholstery can present a slip hazard on nearby hard surface areas, we therefore request the Customer avoid any areas that we are cleaning on and will advise any other guests, residents or contractors of this hazard until the carpets and upholstery are fully dry.
- ii) The Customer must agree to keep children or dependents away from any equipment, tools, chemicals and water being used as a part of the carpet and upholstery cleaning process.
- iii) The Customer must ensure that the environment that the Customer is inviting the cleaning team to work in is a safe environment that is free from electrical or structural hazards.

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4. Stains

- i) The cleaning team will inspect the carpet, upholstery and stains on the items before the cleaning service starts
- ii) There are instances where stains may not be able to be removed with regular cleaning. Stains derived from paint, nail polish, ink, acids and permanent dyes. Brothers in hygiene do not guarantee stain removal for such permanent stains.
- iii) Brothers in hygiene cannot be held responsible for any pre-existing condition that is not visible during the inspection process of the Premises.
- iv) The cleaning team may deem it unfeasible to remove a particular stain or mark on the carpet when compared to the cost of replacement.

- v) Brothers in hygiene will attempt to improve the appearance of your carpet by removing and extracting dust or soil from the carpet or upholstery.

5. Moving of furniture

Furniture moving is not one of our services and is left entirely to the Customer to manage prior and after the cleaning is conducted.

-Customer is therefore advised to move furniture out the rooms where the cleaning services will be conducted on at least 1 hour before the appointment time.

-Customer who is unable to move the furniture an hour before the cleaning services begin will be charged an additional fee for assistance in moving out the furniture in order to the job to continue.

-Brothers in hygiene (Pty) Ltd and including its employees or agencies conducting any cleaning services on behalf of the company will not be held liable for any damages or breakage of items, furniture, electrical equipment, screens/monitors, mirrors or gadgets as a result of moving the mentioned items from and back into the rooms.

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6. Cancelations

Customer may cancel or reschedule a cleaning service appointment or booking by giving at least 48 hours' notice, by either telephone call, message or email. In the event that the Customer cancels within 48 hours or fails to be present at their Premises on the date of the appointment, Brothers in hygiene reserves the right to charge a call out fee up to the full value of the original booking and might not allow the customer from rescheduling.

7. Complaints

Customer satisfaction and quality service deliverance is our priority therefore Brothers in hygiene will do all we can reasonably do in order to provide high quality standard and great customer experience.

In a case of dissatisfaction or concerns pertaining to a specific incident before, during or after the cleaning service area carried out, the Customer may raise the issue directly with Brothers in hygiene in writing within 48 hours of the last date of the cleaning appointment or work carried out at their Premises.

The email address where issues or complaints may be directed to is info@brothersinhygiene.com.

Brothers in hygiene are committed to respond and attend each complaint based on the facts, evidence and expectation presented by the Customer at the time of the complaint.

Brothers in hygiene cannot guarantee that the outcome of each complaint will meet the Customer's expectation every time however an internal investigation will be conducted to reach a consensus.

Customer will receive a response for their email and feedback for their complaint either by email or a telephone call from Brothers in hygiene management or representation.

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