
TERMS AND CONDITIONS OF SERVICE

PLUSH CLEANING (PTY) LTD

1. INTRODUCTION

Plush Cleaning (Pty) Ltd ("Plush Cleaning") appreciates your business and is committed to delivering high-quality service. By engaging our services—whether via WhatsApp, telephone, email, website, or in person—you acknowledge and accept the terms and conditions set out herein. Acceptance of any quotation or proposal issued by Plush Cleaning confirms that the individual or representative is duly authorized to enter into this agreement on behalf of themselves or their organization.

2. Scope of Services

Plush Cleaning offers a range of professional cleaning services, including but not limited to:

- *Pre- and post-occupational cleaning*
- *Commercial and office cleaning*
- *On-site curtain and blind cleaning*
- *Mattress, upholstery, and chair cleaning*
- *Rug cleaning and fabric protection*
- *Additional services as requested and agreed upon in writing*

3. Bookings

3.1 Bookings may be made via WhatsApp, telephone, email, website, or social media platforms. 3.2 Quotations are based on information provided by the Client and remain valid for a period of thirty (30) calendar days. 3.3 The Client shall ensure unobstructed access to the premises, including availability of electricity and running water. 3.4 Arrival times are approximate and may vary by up to thirty (30) minutes before or after the scheduled appointment.

4. Payment Terms

4.1 A non-refundable booking fee of fifty percent (50%) of the quoted amount is required to confirm the appointment. 4.2 The balance is payable immediately upon completion of the service via cash, card, or electronic funds transfer (EFT). 4.3 Failure to settle the account within thirty (30) days may result in legal action, and the Client shall be liable for all associated recovery costs.

5. Cancellation Policy

5.1 Cancellations made more than twenty-four (24) hours prior to the scheduled appointment will not incur any charges. 5.2 Cancellations or amendments made within twenty-four (24) hours of the appointment will incur a fee equal to fifty percent (50%) of the quoted amount. 5.3 Where Plush Cleaning is unable to access the premises due to Client-related delays or restrictions, a fee equal to fifty percent (50%) of the quoted amount plus applicable travel costs will be charged.

6. Service Conditions

6.1 A pre-service inspection will be conducted jointly with the Client to record any pre-existing damage. 6.2 Plush Cleaning will move lightweight furniture (under 30kg) at no additional cost. Heavier, fragile, or electronic items must be moved by the Client prior to service. 6.3 Plush Cleaning reserves the right to decline service where items or materials are deemed unsuitable for cleaning. 6.4 The Client acknowledges that certain stains, fading, or wear may be permanent and not fully rectifiable. 6.5 Plush Cleaning shall not be held liable for damage to blinds or curtains that exhibit visible sun damage prior to cleaning.

7. Complaints, Damage, and Theft

7.1 All complaints or reports of poor service, damage, or theft must be submitted in writing within twenty-four (24) hours of service completion. 7.2 Plush Cleaning will respond within two (2) working days of receipt of the complaint. 7.3 Where damage is caused by Plush Cleaning, the company will attempt repair or replacement, subject to a maximum liability of **R2,500.00**. 7.4 In cases of dissatisfaction, Plush Cleaning may offer a re-clean of the affected areas at its discretion. 7.5 Plush Cleaning shall not be held liable for damage to blinds or curtains resulting from sun damage.

8. Limitation of Liability

8.1 While every effort is made to ensure the safe and effective delivery of services, Plush Cleaning cannot guarantee against damage arising from: Fabric defects, Fading or ingrained stains, Sun damage, Previous cleaning treatments.

8.2 Plush Cleaning shall not be liable for any indirect, incidental, or consequential losses.

9. Insurance

Plush Cleaning does not currently hold public or employer's liability insurance. Clients are advised to ensure that their own insurance policies adequately cover any potential risks.

10. Breach of Agreement

In the event of a breach of these terms by either party, the aggrieved party shall issue written notice allowing fourteen (14) calendar days for the breach to be remedied.

11. Legal Jurisdiction

The Client consents to the jurisdiction of the Magistrate's Court in accordance with Section 45 of the Magistrate's Court Act 32 of 1944, notwithstanding that the claim may exceed the monetary jurisdiction of the said court. Plush Cleaning reserves the right to institute proceedings in any other competent court.