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Refund policy:

D & A Maintenance, www.carpetandtilecleaning.net.au offers a 3 day satisfaction guarantee for your FIRST 3 days of service. If you request a refund in writing through email and in writing sent via normal mail/post within your first 3 days of service we will provide a refund providing you grant us access to try and clean any affected areas. Any refund request must be received within 3 days from the date we undertook the cleaning. All such requests must be placed by posting a letter in the post to: D & A Maintenance, www.carpetandtilecleaning.net.au. In a refund request you MUST include the following.

1. The date and time the original cleaning job was completed
2. Why you felt you needed to call us back to clean an area that was not to your satisfaction
3. Outline exactly how many areas were cleaned on the original service. You MUST include all areas or any refund will be terminated meaning you will NOT receive a refund
4. The areas in question meaning please state clearly the areas you are not happy with.
5. Please include photos of the area in question making sure they are clear and taken in good light.
6. Be sure to write down the exact reasons why you are not happy with the cleaning service and be specific.
7. If you post any bad reviews relating to D & A Maintenance, www.carpetandtilecleaning.net.au a refund will not be given.
If you post any bad reviews about D & A Maintenance, www.carpetandtilecleaning.net.au after a refund is given you will be required to send us back the amount you were refunded for and any damaged caused including but not limited to loss of income, new business and any legal fees.

No refunds will be provided after 3 days of our service being completed. No guarantee is offered after 3 days of our service being completed.

Payment Policy

When a job is completed by our company, you being the customer or clients MUST pay the full amount on the bill. Failure to do so may incur interest charged at no less than 5% per month. Should we be required to proceed further and use the legal system to help you settle your debt with us you

may also be charged fees that will cover all court costs including but not limited to our hourly rate for being absent from our work duties which may start at two thousand dollars and can reach over one hundred thousand dollars.

Should we be required to send you a notice in the mail there will be an additional charge of \$280 per notice to cover our time and registered mail costs.

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