



CT Catalyst – Air Purification Service Terms and Conditions

Scope of Work

- a. The duties include: Measuring the TVOC data before and after treatment, conducting CT catalyst air purification service.
- b. CT Catalyst is introduced from Japan. It owns JPO Patent No.: 3514702 2004.1.23 and IPD Patent Ref: HK1116125.
- c. During the service, a well-designed head spray will be used, to ensure even distribution of CT catalyst particles on the surface of furniture, walls and every drawer as well.
- d. The amount of service charges is determined based on flat sizes and locations.
- e. Administration fees HK\$300 will be charged for any failure of the services caused by customers.
- f. Please allow 3 working days for reserving services.
- g. Please notify the Company of cancellation or re-scheduling 2 working days prior to the service and the deposit will not be refunded. Dates and times of services can be re-scheduled subject to the availability of the booking schedule and rearranged services should be conducted within 6 weeks after the invoice date; otherwise the deposit will be charged as administration fee without prior notice.
- h. If customers break the appointment on the working day, the deposit will not be refunded.
- i. Upon announcement of typhoon signal No.8 or above or black rainstorm signal, all bookings will be cancelled. Customers should contact our company to rearrange bookings.
- j. If customers cannot arrange enough time for our helpers to complete their job on each time by customers' personal matters, our company would not compensate for the loss or the rest of the hours.
- k. Customers should not contact our helpers directly if he/she has any queries or special request. For any queries or sudden requirement, please contact our company for arrangement. We are pleased to do your favor.
- l. Homeasy Services Limited reserves the rights to change, delete, revise or increase the terms and conditions of the services which will take effect after official announcement by Homeasy Services Limited or notice to customers.
- m. This Service Notes are basic rules for the services offered by the Company. It will be regarded as customers' consent once the services are accepted.

Notes to customers

1. The wall surfaces, cabinets and other furniture should be cleaned before the service.
2. Both decomposing VOC service and detecting TVOC service require good air circulation and low humidity, so the apartment need to maintain electricity supply and air conditioners must be turned on.
3. Our company's recommended safety standard for TVOC concentration is 1ppm. After the service, customers are recommended to enhance the air circulation of the apartment in order to continually decrease the concentration of TVOC.
4. When the service is nearly completed, the staff will contact customers to confirm the checking time, please return to the unit on time. If customers cannot arrive within 1 hour, starting from the second hour, our company will charge an administrative fee every hour until customers arrive. Less than 1 hour will also be regarded as 1 hour. The hourly administrative fee is 15% of the total service charge.

Service Guarantee (Only applicable to customers who ordered CT Catalyst Air Purification Service for the whole apartment within Hong Kong Area)

1. After the CT Catalyst Service is done for 2 weeks but within 2 years, customers can call us to measure the TVOC concentration of the indoor activity space (e.g. living room, bedrooms, corridors). However, the measurement is not included to the space which can be confined (e.g. wardrobes, drawers, cabinets, toilets storage lockers, cabinets) and new furniture.
2. After measurement, if the TVOC concentration of the indoor activity space is 1ppm or less, we will charge clients the Detecting TVOC Service Fee (Please refer to the amount stated in the invoice).
3. After measurement, if the TVOC concentration of one/some indoor activity space (not include furniture) is 1.1ppm or above, we will provide one-time free of charge CT Catalytic Service to those space. For example: if the indoor activity space TVOC concentration is 1.1ppm or above in only one bedroom and the indoor activity space TVOC concentration is 1ppm or less in other space, our staff will do the one-time free of charge CT Catalytic Service in the bedroom only but not the other space.
4. We will not provide free of charge TVOC measurement service and CT Catalytic Service if the apartment has done renovation/repair (e.g. wall painting, floor wax) or has new furniture moved in.

Payment Terms

1. HK\$300 (or more) deposit should be paid once the service is confirmed. The balance should be paid on spot after the service by cash or cheque;
2. No refunds are allowed;
3. The service receipts will be given to customers by post, email, fax or Whatsapp.

Payment Methods

1. Cash
2. Cheque: Payable to: Homeasy Services Limited; please post your cheque(s) to Unit 5A, 3/F, Sun Cheong Industrial Building, 1 Cheung Shun Street, Lai Chi Kok, Kowloon
3. Bank Transfer: BOC A/C: 012-357-1-000669-1; HSBC A/C: 400-706131-838
(Please use ATM, E-Banking, Telephone Banking or Cheque Deposit Machines; Customers need to pay supplementary fee HK\$20 if using counter service.);
Account Name: Homeasy Services Limited (Please send receipts to us at by email, fax: 2139-3693, or whatsapp: 6203-4664)

Disclaimer

1. Homeasy Services Limited accepts damage reimbursement at maximum HK\$100 per service if any damage onto household materials is caused.
2. Homeasy Services Limited reserves the rights of the final decision if any disputes happen.
3. In case of discrepancy between Invoice and this Terms and Conditions, the content in Invoice shall prevail.
4. All Terms and Conditions in English are for reference only. Please refer to the Chinese version when there is discrepancy in between.

Privacy Policy: Customer privacy is highly respected and well-stored by Homeasy Services Limited. All customer information are for internal use only unless prior consent from customer.