



Upholstery Cleaning/ Empty House Cleaning Services Terms and Conditions

Scope of Work

1. At least two helpers will be assigned for every service. If needed, our company will assign additional helpers depending on the conditions of the flat but not customers' requests. The number of helpers assigned cannot be adjusted by customers.
2. The service time will be around 4 hours but not more than 8 hours. (Exact time depends on the condition of the flat.)
3. Helpers will bring cleansers (including: turpentine, disinfectant cleaner "green water", bleach, CIF, etc) and corresponding equipment (including vacuum cleaner and pieces of cloth) that are commonly used. Customers cannot request helpers to bring specified cleansers but may provide additional cleansers by themselves if the above list cannot fulfill their needs; however, our company will not be responsible for the cleaning effects of those additional cleansers. Customers should prepare ladders for the helpers.
4. All doors, windows[^], floors and iron gates in the flat; surfaces of wall tiles, sinks, ventilation fans, range hood, cooking ranges, toilet bowls, bathtubs, washing basins, shower curtains, cabinets in kitchen and toilets; and the furniture requested* in advance will be cleaned during the service.
[^] For the windows not fitted with grille, helpers will only clean the indoor part but not the outdoor part. For the windows fitted with grille and the grille is locked or secured in a manner that prevents it from being opened, helpers will clean the outdoor part; while cleaning, no part of helpers' body should extend beyond the window ledge excepts the arms.
* If other furniture (e.g. wall-in cabinets, tables and chairs), light troughs, platforms and false ceilings also need to be cleaned, please make request in advance when booking the service. Additional fees will be charged.
* All lamps and lighting, curtains, mosquito nets and venetian blinds will not be cleaned.
* Helpers will clean the surface of the air conditioner. For the air conditioner dust filter, exhaust fan blades and range hood fan blades, please detach them in advance, otherwise helpers will not detach by themselves and will not clean them.
* For electric appliance in kitchen, helpers only will clean the refrigerator (inside and outside) and washing machine (outside). Other electric appliance such as microwave and oven will not be cleaned.
* Ceilings and walls (including wallpapers) will only be swept by dry cloth. Helpers will not polish with water or cleansers.
* Only marginal amount of paint stains and cement stains will be cleaned and they are not guaranteed to be cleaned completely.
5. If the service site is a village house, has a rooftop or its saleable area is more than 1,500 sq. feet, another quotation will be offered.
6. i) Removal of corrugated fiberboards, wooden boards and debris; ii) Removal of stickers, glass glue, protective papers or plastic sheets, adhesive tapes, plastic hooks, window films, glue stains, etc and iii) Baseboard waxing are not included in the service.

Service Notes

1. Please allow at least 3-4 working days for reserving services.
2. Please notify our company of cancellation at least 2 working days prior to the service; otherwise, our company reserves the right to reject the cancellation.
3. After service confirmation, deposit (HK\$500 or above) should be paid before a specified date. No refunds are allowed.
4. The service is effective within 1 year starting from the invoice issue date.
5. If customers break the appointment or cancel the service on the service date, the deposit paid will be regarded as administration fee and will not be refunded.
6. If upholstery constructions and follow-up work is still processing on the service date, our company has the right to refuse cleaning. The deposit paid will be regarded as administration fee and will not be refunded.
7. If the actual condition of the flat is different from which mentioned during the phone booking, our company will revise the service fee.

8. Upon announcement of Typhoon Signal No.8 or above or Black Rainstorm Warning Signal, all bookings will be cancelled. Customers should contact our company to rearrange bookings.
9. Customers cannot redeem the time lost due to customers' personal reasons.
10. 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.
11. This Service Notes are basic rules for the services offered by our company. It will be regarded as customer' consent once the services are accepted.

Customer Note

1. Charges include the salary of helpers, the service fee of our company and the labour insurance charge (The insurance company reserves the right of final decision).
2. Charges include transportation fees.
3. When the service is nearly completed, helpers 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.
4. When the cleaning service is completed, customers should check all the locations that need to be cleaned. If the cleaning of some locations needs to be strengthened, please ask helpers to clean again promptly and customers can re-check again. After customers feel satisfied with all the cleaning work, our office will confirm with customers via phone call. Once customers confirm with our office, it implies that the cleaning outcome is accepted and is satisfactory to the customers, and helpers will leave the unit. After helpers leave, if customers ask for any re-cleaning or follow-up, our company has the right to refuse, and helpers will not return to clean again. Customers are welcome to spend more time on the checking.
5. This is a cleaning service only, renovation should not be included. Only marginal amount of mold stains, rust stains, oxidation stains and water stains will be cleaned.

Payment Terms

1. After service confirmation, deposit (HK\$500 or above) should be paid before a specified date. The balance should be paid on spot after the service by cash or cheque;
2. No refunds (including deposit) are allowed in all cases;
3. The service receipts will be given to customers by post, email, fax or Whatsapp.

Payment Methods

1. Cash
2. Cheques: 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 customers.