



AusCleaners
CLEANING & HOME MAINTENANCE

Terms & Conditions

AusCleaners - Cleaning & Home Maintenance Service
(ABN: 599 297 297 27)

Important: These terms and conditions are to be observed at all times. Failure to observe these terms and conditions could result in a reduction of the clients jobs we offer you OR your service being excluded from AusCleaners jobs and contracts.

Date: _____

AusCleaners Obligations

- ❖ For the duration of this collaboration, AusCleaners will manage the clients. Such management includes recruiting the clients, managing their jobs or contracts, organizing recurring jobs between you and the client and handling client complaints.
- ❖ AusCleaners will inspect the jobs completed by the service providers when necessary. The inspection could be face-to-face or via a phone call to the clients to ensure they are happy with the job. This is essential as it will reduce clients dissatisfaction, improve our service and help bring more jobs to the Service Provider as well.
- ❖ When AusCleaners first books the job with a Service Provider, the Service Provider will only receive the client's name and address. After AusCleaners confirms the job/appointment about one to two days prior with the client and the Service Provider, the client's phone number will be sent to the Service Provider. This is to ensure the privacy of the clients. The client will also be informed of the name of the Service Provider.
- ❖ AusCleaners will not be providing the tools needed for the Service Provider to complete their job.
- ❖ AusCleaners will contact the Service Provider via mobile or email when a client needs their job done.

Contracts/Jobs Offering

- ❖ AusCleaners will contact the Service Provider when clients need a job done and request a quote after providing the job details or checklist. After each job, AusCleaners goes through the checklist with the client.
- ❖ The Service Provider will provide all quotes, invoices and receipts to AusCleaners directly. AusCleaners will be the entity to work directly with the clients and give them quotes, invoice and receipts for the job completed by the service provider.
- ❖ The Service Provider agrees that a well trained staff, who is legally permitted to work in Australia, will be at the work location on time.
- ❖ The Service Provider is responsible for the safety screening of its staff or representatives. The Service Provider must show evidence of police clearance and other safety documentation 'if' requested by AusCleaners' client. This is only if the client requests it.
- ❖ The Service Provider must ensure its employees abide by these terms.

Cancellations

- ❖ The more cancellations a Service Provider has, the less job offerings AusCleaners will give them. We need a service that is reliable and trustworthy.

- ❖ From 2pm onwards the day before a job is due, you are not allowed to cancel the job as AusCleaners will not have enough time to reallocate the job. Please make sure that you inform AusCleaners between 7am - 1:59pm the day before the job is due to make any cancellations.
- ❖ If you need to cancel after 2pm and onwards the day before the job is due, it must be for a critical reason and evidence must be provided (ie: doctor's certificate). Failure to provide these documents will result in your service being excluded from our job offers.

Service Provider interaction with AusCleaners clients

- ❖ If the Service Provider has staff, the Service Provider must inform its staff about AusCleaners and the name of the main contact person (*In this case, Emmanuel*). When they arrive at the job, and are asked by the client who sent them, they will know what to say.
- ❖ The Service Provider can wear any uniform at the job site. They do not have to wear an AusCleaners uniform.
- ❖ A Service Provider or their staff member must not actively persuade or encourage AusCleaners' clients to contact their service directly for the next or recurring job and by-pass the management of AusCleaners service. This includes actively offering their business cards or marketing to AusCleaners' clients to persuade them. If this happens, the Service Provider will not receive job offers from AusCleaners. We will always find out if a marketing happens as we get feedback from the clients. This condition is essential to protect the privacy of the client and prevent double marketing. AusCleaners will take care of the marketing for you and we will always call your service back if this client needs a recurring job.

Upon Completion of Job

- ❖ Once the job is completed, please advise the client to contact AusCleaners and discuss any payment arrangements. AusCleaners will pay you directly, not the client. The client will pay to AusCleaners as we have a small management fee on the payment from the client.

Customer Complaints

- ❖ If a customer is not satisfied with the job of a Service provider, AusCleaners will contact the service to go back and complete the job.
- ❖ If there's damage, the Service Provider will be responsible for covering the cost. Please try to prevent any damage on the client's property.
- ❖ A 20% discount will be offered to the client for inconvenience. This discount will be deducted from the Service Provider payment. We advise you to do the job to a good standard and make sure the client is happy with the service before leaving.

Payment Process

- ❖ AusCleaners agrees to always pay all Service Providers on time and as early as possible.

- ❖ AusCleaners will pay the Service Provider between 1 to 3 business days after the job is done. Most payments will be made the next day.
- ❖ AusCleaners will discuss with each Service Provider on the suitable payment method.
- ❖ When the Service Provider is with the client and the client asks for cash payment, the Service Provider should inform the client that AusCleaners do not do cash payments. The client will also be aware of this. The Service Provider must advise the client to contact AusCleaners to organize the payment.

Other Key Considerations

- ❖ AusCleaners will get feedback from the clients after each job.
- ❖ Before a Service Provider receives job offers, an in person meeting will be scheduled with the Service Provider so that AusCleaners can have a better understanding of the service and the people/person we will be working with. We will also review the tools your service has or uses so that we can have a better understanding of the scope of job to offer your service.
- ❖ When the Service Provider is on their way to the job location, we advise you to contact AusCleaners and the client via phone call or message.
- ❖ If you are running late for a job, please contact AusCleaners as well as the client. In most cases the client contacts AusCleaners if a Service provider is running late. By informing us of your status, it will help us understand the situation and know what to tell the client.
- ❖ Please do not discuss the amount you are being paid with clients as it confuses the clients. If they decide to ask you about the payments, please simply refer them to us.
- ❖ All client payments will be paid to AusCleaners bank account before the Service Provider(you) starts on the client job. If the client refuses to pay, you do not start their job. AusCleaners team will inform you if the client has paid according to the terms and if you can start on their job.

Service Provider Statement: _____(Service name) agrees to observe these terms and conditions and accept the result if I/we do not observe these terms. Failure to observe these terms and conditions could result in a reduction of the clients jobs we offer you OR your service being fully excluded from AusCleaners jobs and contracts.

AusCleaners

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