Excellent Shine – Terms and Conditions

1. General

1.1. These Terms and Conditions apply to all cleaning services provided by Excellent Shine.
1.2. By booking our services, the client agrees to these Terms and Conditions.
1.3. Excellent Shine reserves the right to update or amend these Terms at any time.

2. Bookings and Payments

2.1. All bookings must be confirmed in writing (email or message).
2.2. For one-time or large projects (deep cleaning / move in-out), a **50% advance payment** is required.
2.3. The remaining balance must be paid immediately after completion of the work, via bank transfer, Tikkie or cash.
2.4. Regular cleaning services are billed weekly or monthly, depending on agreement.
2.5. Parking costs are not included in the price and will be charged separately.

3. Cancellations and Rescheduling

3.1. Cancellations must be made at least **48 hours in advance**.
3.2. If cancelled later than 48 hours before the scheduled time, **50% of the agreed amount** will be charged.
3.3. If our team arrives and cannot access the property, the full price will be charged.

4. Service Conditions

4.1. The client must provide access to water and electricity during the cleaning.
4.2. Our cleaners are not responsible for moving heavy furniture or items heavier than 15 kg.
4.3. Excellent Shine is not liable for pre-existing damages, stains, or fragile items not reported before cleaning.
4.4. We use professional cleaning products and equipment. If the client requires the use of their own products, Excellent Shine is not responsible for the final result.

4.5. Excellent Shine does not clean TV screens, computer monitors, or other sensitive electronic equipment. These items are the sole responsibility of the client.

5. Liability

5.1. Excellent Shine has liability insurance for accidental damage caused during cleaning.
5.2. We are not responsible for damages due to poor maintenance of surfaces (e.g. old paint, worn carpets).
5.3. We are not responsible for removal of permanent stains (e.g. wine, oil, paint, ink, pet urine).

6. Additional Charges

6.1. Services not included in the booked package will be charged as extras.
6.2. Extra charges apply if:

- The property is excessively dirty (requires extra time).
- Access is delayed or restricted.
- Parking costs apply.