



Terms of Service (Exit Clean NZ Limited Cleaning Services)

Business: Exit Clean NZ Limited (“we”, “us”, “our”)

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Effective date: 01 December 2025

These Terms of Service (“Terms”) apply to all cleaning services provided by Exit Clean NZ. By booking a service, accepting a quote, or permitting us to attend a site, you agree to these Terms.

1) Definitions

- **Client / you:** The person or organisation booking the service and responsible for payment.
- **Premises / Site:** The property where the service is performed.
- **Services:** Cleaning services described in a quote, booking confirmation, scope, checklist, or work order.
- **Exit Clean:** A move-out clean designed to meet common property manager/landlord expectations, subject to the agreed scope.
- **Bond re-clean guarantee:** Our commitment in section 10, subject to conditions.
- **Consumables:** Cleaning products, materials, and disposables used to deliver the service.

2) Scope of Services

2.1 Scope is what's agreed. We provide the Services described in your quote/booking confirmation (including any checklist you supply before work starts).

2.2 Standard exclusions (unless included in writing). Unless your quote specifically includes them, we do not provide:

- Mould remediation, biohazard, sewage/flood cleanup, hoarding clean-up
- Pest control
- High-level exterior cleaning, roofs, gutters
- Heavy lifting / moving heavy appliances or furniture (e.g., fridges, washing machines, large beds)
- Asbestos or hazardous material removal

2.3 Reasonable limitations. We aim for a best-achievable result. Some conditions may not be fully removable due to age, wear, permanent staining, etched glass, hard-water damage, sun fading, existing scratches, deteriorated silicone/grout, or damaged surfaces.

3) Quotes, Pricing, and Variations

3.1 Quotes rely on accurate information. Quotes are based on information you provide (including photos and/or walkthroughs). If the Premises condition differs materially from what was described, pricing and timing may change.

3.2 Fixed price vs hourly.

- **Fixed price** quotes apply only to the agreed scope and assumed condition.
- **Hourly** work is charged in 30-minute increments with a minimum booking of two hours.

3.3 Variations / additional work. If we encounter extra work (e.g., excessive grease, heavy build-up, significant pet hair, extra rooms, internal windows/blinds, additional bathrooms, excess rubbish, post-renovation dust, mould-like growth), we may:

- Pause and provide a revised quote before continuing, or
- Complete what we reasonably can within the booked time/scope and quote further work separately.

3.4 Parking and access costs. If paid parking is required, you agree to reimburse parking costs at cost unless included in your quote.

3.5 Supplies and equipment. Our prices include standard supplies and equipment unless otherwise stated. Specialist chemicals, machines, or disposal services may be charged additionally.

4) Bookings and Access Requirements

4.1 Access must be provided. You must ensure we can access the Premises at the agreed time (key, lockbox code, someone present, reception access, etc.).

4.2 Utilities. You must provide access to electricity and water unless agreed otherwise.

4.3 Work areas must be reasonably accessible. To clean effectively, surfaces should be generally clear. If significant decluttering is required, this may be treated as a variation.

4.4 Pets and occupants. Pets must be secured away from work areas. If occupants remain on-site, you agree that service time may be impacted.

4.5 Valuables. You are responsible for securing valuables and sensitive items. We are not responsible for loss where items were left unsecured or not reasonably identifiable as high value.

5) Keys, Lockboxes, and Security

5.1 Authority to access. You confirm you have authority to grant us access and request Services at the Premises.

5.2 Alarm instructions. You must provide clear alarm instructions where relevant. You are responsible for any callouts resulting from incorrect instructions or failure to disable alarms.

5.3 Key handling. If keys are provided, they are used solely for service access. If a key is lost due to our negligence, our liability is limited to the reasonable cost of replacing the key and (if necessary) a standard locksmith callout, to the extent permitted by law.

6) Cancellations, Rescheduling, and No-Access (48-hour policy)

6.1 Client cancellations/reschedules.

- Changes made with 48 hours or more notice: no cancellation fee.
- Changes made with less than 48 hours' notice: a fee of 25% may apply.
- Same-day cancellation or no-show: may be charged up to 100% of the booking value.

6.2 No-access / locked out. If we cannot access the Premises at the scheduled time, we may:

- Wait up to 30 minutes (unless otherwise agreed), then
- Leave and charge a no-access fee or the full booking charge (depending on notice and job type).

6.3 We may reschedule for safety or events outside our control. We may reschedule due to unsafe conditions, severe weather (for exterior work), illness, or events beyond our reasonable control. Where this occurs, we will offer the next available time.

7) Payment Terms

7.1 When payment is due.

- **Exit Cleans and residential cleans:** Payment is due 7 days from invoice date unless otherwise agreed.
- **Commercial/recurring services:** Payment is due 7 days from invoice date unless otherwise agreed.

7.2 Deposits. We may require a deposit of 25% for exit cleans or large jobs. Deposits may be applied toward cancellation fees where you cancel late (see section 6).

7.3 Late payment and recovery costs. Overdue invoices may incur:

- Interest of 1.5% per month (or the maximum permitted by law), and/or
- Reasonable costs of debt recovery (including collection and legal costs).

7.4 Disputed invoices. If you dispute an invoice, you must notify us in writing within five business days of invoice date and pay any undisputed portion by the due date.

8) Residential Cleaning Terms

8.1 Standard residential scope typically includes general cleaning of bathrooms, kitchen surfaces, floors, dusting, interior windows (as agreed). Deep cleaning tasks (e.g., inside oven, inside fridge, carpet cleaning) must be included in the quote to be covered.

8.2 Regular service schedules. For recurring cleans, we may adjust timing/pricing if the condition of the Premises changes materially (e.g., significant extra occupants, pets, renovation dust).

9) Commercial Cleaning Terms

9.1 Service windows and site rules. Commercial services may be delivered in agreed service windows. You must inform us of any security protocols, induction requirements, PPE requirements, or restricted areas before service starts.

9.2 Consumables (optional). If we supply consumables (toilet paper, hand soap, bin liners), these will be specified and charged as agreed.

9.3 Client-provided equipment or chemicals. If you require us to use client-supplied products, you accept responsibility for suitability and outcomes (including potential surface impacts), except where damage is caused by our negligence.

10) Exit Cleaning and Bond Re-Clean Guarantee

10.1 What this service is. An exit clean is designed to meet common landlord/property manager expectations for cleanliness, based on the agreed scope and the condition of the property.

10.2 No “bond refund” promise. We do not guarantee your bond will be refunded in full, as this depends on the tenancy agreement, property condition, and landlord/property manager decisions (including matters unrelated to cleaning).

10.3 Bond re-clean guarantee (included).

If the property manager/landlord raises cleaning-related issues within the guarantee window and those issues relate to the agreed scope, we will return and re-clean the relevant areas at no additional labour cost, subject to the conditions below.

10.4 Guarantee window. The bond re-clean guarantee applies if:

- You notify us within 72 hours of the exit clean completion or within 72 hours of the first inspection (whichever occurs first), and
- You provide the property manager/landlord feedback in writing (email/text) and photos where reasonably available.

10.5 Conditions and exclusions. The guarantee does not apply where:

- The issue is outside the agreed scope (e.g., carpet steaming not booked, mould remediation, exterior areas not included)
- The premises was not reasonably accessible at the time of cleaning (e.g., rooms locked, power/water disconnected, heavy furniture obstructing)
- The property has been occupied, used, or materially altered after the clean (including movers, tradies, staging, tenants returning, rubbish being added)
- The issue relates to damage, wear and tear, or permanent staining (not cleanliness)

- The property manager/landlord requests work inconsistent with reasonable cleaning standards (e.g., asking for restoration work or repainting outcomes)

10.6 Access for re-clean. You must provide access for the re-clean within 7 days of notifying us (unless we agree otherwise).

11) Quality Assurance and Service Issues

11.1 Notification timeframe (general). For non-end-of-lease services, issues must be reported within 48 hours of completion.

11.2 Our remedy. Where an issue is verified and within scope, our remedy is (at our discretion):

- Re-clean of the affected area, or
- A reasonable partial refund for the affected portion of the service.

12) Damage, Breakage, and Pre-Existing Conditions

12.1 Pre-existing damage must be disclosed. You must inform us of known fragile or damaged surfaces/items (e.g., loose tiles, cracked glass, flaking paint, deteriorated joinery).

12.2 If we cause damage. If we cause damage due to negligence, we will (at our option):

- Repair, replace like-for-like, or
- Pay the reasonable repair/replacement cost.

12.3 Reporting damage. Any damage claims must be reported within 48 hours of service completion with photos where possible.

13) Health, Safety, and Right to Refuse Service

13.1 Unsafe or hazardous sites. We may refuse or stop work if conditions are unsafe, unsanitary beyond normal cleaning, or involve hazardous materials.

13.2 Hazard disclosure. You must disclose hazards such as mould-like growth, sharps, bodily fluids, pests, unsafe structures, or illegal substances.

13.3 Additional charges. If we agree to proceed in higher-risk conditions, additional charges may apply (e.g., specialist PPE, longer time, or specialist contractors).

14) Photos and Records (Quality Control)

14.1 We may take before/after photos for quality control, training, and evidence of completion.

14.2 We will not use identifiable photos for marketing without your consent.

15) Privacy

15.1 We collect personal information (such as name, contact details, address, booking history, invoices) to provide Services and manage our business operations.

15.2 We may share limited information with staff/contractors performing the service and service providers (e.g., invoicing software) only as needed.

15.3 You may request access to or correction of your personal information.

16) Liability and Insurance (Important)

16.1 **Consumer rights.** Nothing in these Terms limits your rights under the Consumer Guarantees Act 1993 if you are a consumer.

16.2 **Business clients.** If you acquire Services for business purposes, you agree that the Consumer Guarantees Act 1993 does not apply (where permitted by law).

16.3 **Consequential loss excluded.** To the maximum extent permitted by law, we are not liable for indirect or consequential losses (e.g., loss of rent, loss of profit, missed settlement, business interruption).

16.4 **Liability cap.** To the maximum extent permitted by law, our total liability for any claim connected with the Services is limited to the amount you paid for the affected service (or re-performance of the service).

16.5 **Insurance.** Exit Clean NZ Limited carries Public Liability insurance to cover accidental damage caused by our team while working on your property.

- All claims are assessed on a case-by-case basis
- Coverage applies only to damage directly caused by our services
- Pre-existing damage, wear and tear, or issues unrelated to our work are not covered
- We reserve the right to determine whether an incident qualifies for an insurance claim.

17) Termination and Refusal of Service

We may refuse service or cancel a booking if you:

- Fail to pay as agreed,
- Do not provide safe conditions or reasonable access,
- Provide abusive behaviour, or
- Materially misrepresent site condition or scope.

18) Disputes

If you have a concern, contact us as soon as possible and we will try to resolve it promptly and fairly. If unresolved, either party may pursue remedies available under New Zealand law.

19) Governing Law

These Terms are governed by the laws of New Zealand, and the parties submit to the non-exclusive jurisdiction of New Zealand courts.

20) Contact Information

For any questions, or concerns regarding these Terms or our services, please contact us at:

Email: office@exitclean.co.nz

Phone: 022 524 0064