



Terms & Conditions:

Payment:

All invoices issued by Sydney Total Cleaning are to be paid in full on the day of services. If payment is not made on or by the due date, a 10% late fee will be applied on a weekly basis until payment has been made.

Return Policy:

If you are not satisfied with our service, we will return free of charge within a 48-hour period and rectify any issue. Full payment is required before we return.

Cancellation:

If you cancel within 24 hours of the booking or are a no-show, you will be charged a cancellation fee of 50% of the full price.

Late Arrivals:

If you are later than 15 minutes to your booking, we reserve the right to reschedule your booking. If the job cannot be rescheduled, cancellation rules will apply.

Service Disclaimer:

Please make sure you are aware of the inclusions for the service before we arrive. All areas to be cleaned should be cleared of belongings for the best clean possible. Once the service is completed and approved, Sydney Total Cleaning is no longer liable for any complaints made after the job is finished.

Complaints:

Any complaints should be sent to info@sydneytotalcleaning.com.au. All complaints will be reviewed individually, and we will be in contact.

These terms & conditions are subject to change.