Pro Serve Exterior Cleaning PTY Ltd

Terms and Conditions of service

Effective Date: 9/4/2025

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1. Company Overview

Pro Serve Exterior Cleaning PTY Ltd specializes in professional exterior RO-Di pure water window cleaning, pressure washing and soft washing services for residential and commercial clients. We are fully committed to safety, quality of service, and customer satisfaction.

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2. Service Terms

a. Scheduling & Appointments

Services are scheduled by appointment only.

Clients must provide at least 24 hours notice for cancellations or rescheduling.

In the event of inclement weather or unsafe working conditions, appointments may be rescheduled at no cost to the client.

b. Access Requirements

Clients must ensure that we have clear, unobstructed access to the areas requiring service prior to work commencing – PRO SERVE Exterior Cleaning holds no responsibility for any damage caused for having to move items in order to complete the work required.

Gates, doors, or any other entry points must be unlocked or accessible at the scheduled time.

Pets must be secured for the safety of our staff and the animals.

Access to the client’s water supply is required.

c. Scope of Work

Services will be performed as outlined in the customer’s service agreement or quote.

Any additional work requested at the time of service will be charged on an hourly rate basis and where applicable include any \*surcharges unless otherwise discussed.

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3. Pricing & Payments

All fixed price quotes are provided in advance via email, post or in person and could be subject to change based on actual job conditions.

Residential payment is due in full prior to works being carried out or immediately upon completion of work unless otherwise agreed in writing prior to works commencing.

Commercial payment is charged on an “end of the month plus 30 days of invoice date” basis unless otherwise stated during the quotation stage.

Accepted payment methods: Cash, bank transfer or \*EFTPOS card payment.

\*Please note: a 1.4% card charge is applicable for in person card payment’s and a 1.7% card charge is applicable for over the phone card payments.

Late payments will incur a fee of 20% charged every 30 days, starting from the day after the due date.

Saturday, Sunday, Bank Holiday work and work before 6am and after 6pm daily is charged at the standard hourly rate + 50% or the fixed price quote + 50% unless otherwise stated at the quotation stage.

\*We will outline the rate surcharges in writing at the quote stage on all quotes provided, when quotes are not provided the surcharges will be added to the invoice.

\*The rate surcharges are clearly stated on the website and on all quotes sent, PRO SERVE Exterior Cleaning holds no responsibility outside of what’s been outlined above to make clients aware of the surcharges.

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4. Cancellations & Refunds

Cancellations made less than 24 hours before a scheduled appointment will incur a fee of $70+GST unless otherwise discussed.

Refunds are only issued due to company error or company cancellation.

5. Complaints

Dissatisfaction should be reported as soon as practically possible, preferably whilst we are still on site, but it must be within 48 hours of job completion for resolution.

We will always endeavour to resolve any issues amicably and professionally in a swift and customer focused manner, please speak to us first and then if required put an email to us and we will resolve the matter(s) with urgency.

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6. Liability & Insurance

Pro Serve Exterior Cleaning PTY Ltd is fully insured and takes all reasonable precautions to avoid damage.

We are not responsible for pre-existing damage or wear and tear.

We are not responsible for any damage to items such as but not limited to, furniture, ornaments, carpet etc when having to move these items for the purpose of completing the work requested- clients are responsible for safely moving and storing their items.

Clients must notify us of any known issues such but not limited to, damaged windows, leaky seals, delicate surfaces etc prior to service.

Whilst we use low-pressure settings where needed, pressure washing inherently carries some risk to surfaces. We are not liable for damage caused due to improper installation, weak substrates, or previously compromised surfaces.

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7. Safety

All services are conducted in accordance with Australian law, safety standards and best practices.

Our technicians are trained, qualified and equipped to perform work safely and efficiently.

Clients are advised to stay clear of the work area during service.

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8. Environmental Policy

We use environmentally safe cleaning products wherever possible.

Runoff is minimized in accordance with local environmental regulations.

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9. Right to Refuse Service

Pro Serve Exterior Cleaning PTY Ltd reserves the right to refuse or terminate service if:

Conditions are deemed unsafe for our staff.

There is evidence of harassment, hostility, or abuse.

The property is in unsanitary or hazardous condition beyond the scope of our service.

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10. Photo and Video Policy

We may take before-and-after photos or videos of work performed for quality assurance and marketing purposes.

We may also take rolling video/pictures of the job in progress for quality assurance and marketing purposes.

No personal or identifying client information will be disclosed on any marketing content.

Clients may opt-out by notifying us (in writing) prior to the start of the job.

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11. Acceptance of Terms

By scheduling or receiving service from Pro Serve Exterior Cleaning PTY Ltd, the client acknowledges and agrees to the terms and conditions outlined above.