



MONTHLY OFFER TERMS & CONDITIONS

SANTA SPECIAL OFFER

1. Customer is eligible for a special offer of ONE (1) month (December) totally FREE.
2. The “FREE month” is non negotiable and cannot be changed to an alternative month.
3. This offer is only available to new Weekly, Fortnightly or Monthly customers.
4. This offer is not available to existing or previous (within the past 3 years) Transparent Cleaning Solutions customers.
5. Transparent Cleaning Solutions will require a direct debit set up on day of agreement signing for first payment to be taken on the 1st of January 2024.
6. Transparent Cleaning Solutions require a minimum sign-up length of three (3) months inclusive of the free month.
7. If Customer cancels the cleaning service within the “FREE month” or the subsequent two (2) months as stated in point three (3) above, they agree they will owe for the full three (3) months – this includes the “FREE month” immediately. If the full agreed amount for three (3) months is not paid within seven (7) days of termination, Transparent Cleaning Solutions reserve the right to take legal action to recover the monies owed by the Customer.
8. This offer is only available to Domestic customers.
9. The customer agrees at the time of booking that images and video footage may be taken of the carpets before and after the clean for marketing, quality control and training purposes. These images will NOT contain any signifying details of the home and/or homeowner where possible. All videos and images taken by Transparent Cleaning Solutions will remain the property of Transparent Cleaning Solutions. If the customer does not wish for any images/video footage of work being carried out MUST inform Transparent Cleaning Solutions at time of booking but also agrees they give up any rights to complain or use our Satisfaction Guarantee as no proof of work before and after the clean will be possessed by Transparent Cleaning Solutions.
10. If Customer encounters any issues with the quality of the cleaning service within the first 24 hours the customer must allow TCS to re-perform the clean if necessary. Any issues must be reported to TCS within 24 hours of the initial clean being performed, accompanied by photographic evidence. Any complaints made over 24 hours after the clean has been performed will not be covered under the Satisfaction Guarantee.
11. Only complaints regarding substandard cleaning as per the original service, agreed upon before services were rendered, will be considered valid. Any damage/staining after the clean has been performed will be disregarded.
12. This offer cannot be used in conjunction with any other offers/discount/promotions or vouchers.