



MONTHLY OFFER TERMS & CONDITIONS

APRIL – FREE MONTH

1. Customer is eligible for a special offer of one (1) month free cleaning when signing up for regular weekly or bi-weekly domestic house cleaning services with TCS.
2. If Customer cancels the cleaning service within three (3) months of signing up, the free month of cleaning will become payable at the standard monthly price.
3. Should the re-performed clean not meet Customer satisfaction and if issues persist, Customer may then request cancellation. However, TCS reserves the right to audit the cleaning process before confirming cancellation.
4. If Customer encounters any issues with the quality of the cleaning service within the first three (3) months, Customer must allow TCS to re-perform the clean. Any issues must be reported to TCS within 24 hours of the initial clean being performed, accompanied by photographic evidence.
5. Only complaints regarding substandard cleaning as per the original check sheet, agreed upon before services were rendered, will be considered valid. Any discrepancies not listed on the check sheet will be disregarded.
6. If Customer wishes to take advantage of this offer, they agree to sign up for payment via direct debit for a minimum of three (3) months.
7. This offer cannot be used in conjunction with any other offers/discount/promotions or vouchers.
8. If the Client cancels an appointment, they agree that if cancelled within 24 hours of the appointment day/time then the appointment will be classed as complete as part of the “Free month” as no charge is applied for this period.