

Clean O'Clock NZ– Terms and Conditions

Commitment to Standards

Clean O'Clock NZ delivers services with professionalism, integrity, and customer care.

- Competence: All staff are fully trained specialists
- Workmanship Guarantee: If you are dissatisfied, we will return to remedy the issue. If still unsatisfied, no charge applies
- Vetting: Staff undergo criminal, traffic, credit, and reference checks
- Professional Standards: Staff wear uniforms, carry ID, and full insurance cover is maintained
- Equipment: All cleaning products and equipment are supplied by Clean O'Clock NZ
- All rates are true and correct at the time of quoting

Terms of Trade

1. Acceptance

By signing or instructing work under this Quote, you accept these Terms and Conditions.

2. Services & Pricing

- Services are as described in the Quote
- Prices exclude GST unless otherwise stated
- Quotes are valid for 30 days
- Additional unforeseen work/materials may be charged after consultation

3. Payment

- Payment is due within seven days upon invoice unless agreed otherwise
- Preferred methods: Payment to be made by bank transfer or through online payment unless otherwise agreed
- Late payments incur 1.5% monthly interest (compounding)
- You indemnify Clean O'Clock NZ for all recovery costs
- Defaults may result in suspension and termination of services
- Ownership of supplied goods remains with Clean O'Clock NZ until full payment; risk passes on delivery.

4. Liability

- Clean O'Clock NZ takes reasonable care but is not liable for indirect, consequential, or special losses
- Liability is limited to direct damages up to the amount paid for services
- No liability for events outside Clean O'Clock reasonable control

5. Consumer Rights

- If services are acquired for business purposes, the Consumer Guarantees Act 1993 does not apply
- If you are a Consumer (non-business), your rights under the Act remain

6. General Provisions

- Failure to exercise a right is not a waiver
- Invalid provisions do not affect the remainder
- Clean O'Clock NZ may disclose client information to credit providers/agencies for references, debt collection, or defaults
- Terms may be reviewed and updated; changes take effect upon notice. If you disagree, you may cease using Clean O'Clock service