

Our terms and conditions are designed to ensure that all of our customers are aware of what they are signing up for when they purchase from us. We strive to provide the best possible customer service and make sure that everything is clear and straightforward. Our terms cover any questions you may have about purchasing, refunds, cancellations, shipping and other services associated with your order. If you have any further questions or need more information, please do not hesitate to reach out!

Rapid Care is committed to providing a safe, reliable, and easy-to-use service for all of our customers. We strive to ensure that our customers are aware of all applicable terms and conditions and have access to a copy of them at any time. Our terms and conditions set out the responsibilities of both Rapid Care and its customers, as well as describing the rights each has in relation to their use of the service. It is important that you read and understand these terms before using our service.

The following Terms and Conditions (in addition to the documents referred to in them) govern your use of our website and its related sites, services, applications, and tools. By using **rapidcare.me** you confirm that you both understand these Terms and Conditions and that you agree to abide by them. Please read the Terms carefully and if you do not accept the Terms, do not use the Website.

We may need to change the Terms from time to time for a number of reasons (including to comply with applicable laws and regulations, and regulatory requirements). Any minor or insubstantial changes may be made at any time and you are advised to review the Terms on a regular basis. The most up to date Terms will be available on the Website. All major changes will be notified to you in advance of such changes taking effect. If any change is unacceptable to you, you should cease using the Website and/or close your account. If, however, you continue to use the Website after the date on which the changes to the Terms come into effect, you will be deemed to have accepted those changes.

Car Washing

BOOKING:

- Bookings are deemed to be placed with Rapid Care booking portal on the website. Bookings may also be made by calling the site phone and speaking to the representative. Payment is made using Cash, Pay by Link method, or Bank Deposit. Rapid Care reserves the right to cancel or restrict bookings subject to availability.

The client must arrange an entry pass for our workers if their residence is part of a closed housing area or villa. Damac property residents must log in to Hello Damac website - www.hellodamac.com - to approve the maids entry into the premises. Failure to do so would result in the non-refundable cancellation of the booking.

PRICING:

- All prices are listed on our service menu which can be found on the site. We reserve the right to change pricing without prior notice.

PAYMENT:

- You are required to make the payment after your car wash service is completed.
- The client understands that any late payments may be subject to additional charges of 2% of your invoice amount (for monthly customers). The client agrees as part of this contract to pay any sum which represents costs in collecting the unpaid amounts.

COMPLAINTS AND CLAIMS

- The client accepts and knows that unsatisfactory service must be reported and justified within 24 hours of the date of service. Customers that fail to comply will not be eligible for refunds or recovery cleanings.
- Rapid Care needs the client or his/her representative to be present at the beginning and end of the cleaning session for inspection purposes. Rapid Care will re-clean any areas and items, subject to personnel and schedule availability, if the client is not totally pleased with the cleaning services during the final inspection, or if a valid reason is provided within 24 hours of the service date.
- Rapid Care may take up to 5 working days to respond to a complaint.
- Rapid Care will not accept a complaint filed more than 24-hour after the cleaning session.
- Complaints can be directed to our WhatsApp representative at (+971529136867). Complaints must be filed within 24 hours after completion or immediately after.
- All items that are fragile or easily broken must be secured or removed. Rapid Care is not accountable for any claimed losses that occur during our visit.
- Rapid Care does not do material restoration; consequently, color restoration is NOT GUARANTEED. Due to varying degrees of wear and tear, the client should understand that after cleaning, carpets and upholstery will typically not have a uniform appearance.

Occasionally, sunlight will cause portions of the carpet to fade, which cannot be rectified by washing. Before dirt is removed, stains are not always apparent, and it may be impossible to remove them completely. Rapid Care operators will make every attempt to produce a satisfactory outcome, but clients should be aware of certain restrictions that are inherent to all cleaning operations. Depending on the above-mentioned variables, cleaning outcomes may differ from one client to the next.

- Rapid Care will attempt to restore damaged items if it agrees that it caused the damage. If the item(s) cannot be repaired, Rapid Care will resolve the issue through its insurance company by crediting the customer with the item(s) if it is determined by our staff that this is the case.
- Rapid Care reserves the right not to be responsible for: delayed cleaning visit due to traffic congestion,
 1. postponed service due to broken equipment,
 2. an incomplete job due to lack of water or power and suitable cleaning materials and/or equipment in full working order
 3. a third party entering or present at the client's premises and is obstructing the cleaning process.

CLIENT SATISFACTION

- The client understands that he/she is not GUARANTEED to any refunds.
- If the client is dissatisfied with the cleaning service provided and a complaint is filed within the allotted 24 hours after the task has been done, the service will be re-performed at no additional charge.
- Rapid Care maintains the right to re-clean any areas or objects if the client is not completely satisfied. Therefore, the client must grant permission and must be present at all times throughout the re-cleaning visit.
- Rapid Care reserves the right not to perform more than one wash.

CANCELLATION

- The Customer reserves the right to cancel scheduled cleaning services up to one hour prior to the agreed-upon cleaning time; cancellations made after three hours will result in AED15 deduction on the invoice total.

- The client agrees to AED20 deduction from the invoice amount if a Rapid Care technician is prevented from accessing the customer's premises because there is no one present to grant access, there is no water or electricity (planned interruption), or there is an issue with the customer's key. If a door is locked, it should be unlocked without the need of force or special ability.
- Rapid Care reserves the right to not execute the cleanup if the customer fails to come within thirty minutes of the agreed upon time. This is due to our packed schedule. Rescheduling is contingent upon a fresh booking procedure.

AFTER CANCELLATION OF CLEANING SERVICES

- By agreeing to be bound by these terms and conditions, the customer consents to submit to the exclusive jurisdiction of the competent UAE courts. Rapid Care services maintains the right to modify these terms and conditions at any time without previous notification.

LIABILITY:

We will perform the services selected by you from our service menu with well-trained professional service providers.

You must disclose to us all defects, damage, or weakness in your vehicle, known or suspected by you, which may be affected by the services prior to our commencing with the cleaning process.

We do not undertake to insure your vehicle against loss while it is in our possession.

Insurance of your vehicle is at all times your responsibility.

You will be liable to us for any death, injury or damage suffered by us or our staff attributable to any defect in your vehicle or any harmful contents.

Old or non original paintwork can be damaged in the cleaning process. All such defects shall be indicated to our staff prior to commencement of the cleaning process.

Child seats and booster seats must be refitted by you. We will not be able to refit seats under any circumstances.

Older cars may have weaker plastics and we agree to provide the services at your risk in respect of vehicles over 10 years old.

CAR SIZE:

- Our determination of the size category of your vehicle with regard to the price list shall be final and binding

PRIVACY:

- Any payment or booking information provided to us, will only be used by us and will not be distributed or given to any other organization.

Car Maintenance

VEHICLE SERVICING ONLINE

- All our service packages online are based on service and labor charges only and do not include any parts cost. Parts cost will be additional and will be agreed and paid in full by the customer after completion of the service but prior to the vehicle delivery.

SERVICE REQUIREMENT

The client must arrange an entry pass for our workers if their residence is part of a closed housing area or villa. Damac property residents must log in to Hello Damac website - www.hellodamac.com - to approve the maids entry into the premises. Failure to do so would result in the non-refundable cancellation of the booking.

COLLECTION AND DELIVERY

Our free collection and delivery service is a service where either Rapid Care or one of our approved service agents will collect and deliver your vehicle to you for free when you purchase any service package online. The driver will arrive at the agreed location you provide at the time of placing the booking and will carry out an onsite inspection / damage report which once checked you must sign to confirm. This report will then be sent to you via email and SMS to the information you provided upon registration on Rapidcare.me.

Please ensure you remove all your valuables and belongings before handing over your vehicle to our driver as we will take no liability on any missing items . Your vehicle will go through multiple departments involving a third party workshop. Although our workshops can be trusted we cannot accept any liability for missing items .

PAYMENT

Payment Must be made online to secure your booking using our secure payment gateway. At the time of the booking we will only charge you for the service package. Please remember our service packages do not include parts and these incur an additional cost. Once the free vehicle health check has been carried out we will then send you the price for the parts and the price for any additional work your car requires. The service parts must be paid for but the additional work is your choice. You are free to repair your vehicle elsewhere. Visa or MasterCard debit and credit cards in AED, SAR, OMR & QAR will be accepted for payment

Once the payment is made, the confirmation notice will be sent to the client via email within 24 hours of receipt of payment.

VEHICLE PARTS

For parts you have two options at the time of booking.

Option one is that you supply your own parts, If you choose this option then please leave the parts in the vehicle on the day of the service. Please also remember with option one we cannot offer any form of warranty or guarantee for the parts you supply, we can only offer labor warranty for any service or repair work we carry out on your vehicle.

Option two is that you buy your parts from Rapid Care. We will provide you with either Genuine parts or aftermarket parts according to your affordability and budget. We recommend you install genuine parts on your vehicle as the manufacturers recommend. All our parts come with a twelve month or 10000 KM warranty / guarantee over defective products and are sourced at the lowest price and highest quality.

Any special order parts will require payment in advance. The parts will be ordered from the parts suppliers and the order will be non refundable.

The shipment of the special order parts may be delayed from the given expected delivery date due to third party logistics. Once the parts arrive you will be Notified.

WARRANTY

Parts warranty is only for manufacturing defects, wear and tear of components is not covered under the warranty policy.

Any electrical component failure is not covered under the warranty.

Warranty will get void in case any alterations (part uninstalled/reinstalled/damaged etc.) are observed in the jobs/repairs performed by [Rapid Care].

Any consequential damages in the parts installed due to vehicle stranded in the workshop for more than 30 days.

For all warranty claims the affected parts would be uninstalled, reviewed and observations will be shared by our technical team, vehicle delivery timeline will be subjective to the parts availability & repairs on the vehicle.

Rapid Care is only liable for services given at the door step of the vehicle under warranty claims, any Courtesy Car or Rental Cars will not be accommodated.

Initially diagnosing & recovery charges will be applicable for all returning/complaint vehicles regardless of the warranty policy. However, if concerns are related to the previous jobs/repairs these charges will be waived off.

Used parts and parts sourced by the customer will not be covered under the scope of warranty.

Housekeeping

Booking a cleaning service can be done through our website or social media platforms. Enter your details and specify your cleaning requirements to book a maid for your service. You can schedule an appointment specifying the type of cleaning you need.

Once you have booked your service, you'll receive a confirmation via email or WhatsApp specifying the date and time of your booking. In case of an emergency, you have the option of rescheduling the booking.

Our maid transportation system tries to ensure that the maids reach you on time. However, the maids could be dropped early, or late by about 30 minutes in certain conditions. If you require the maids to arrive at the exact time, please add specific instructions for the same during booking, or contact our customer care service after the booking has been completed. We request your cooperation so that we may serve you better. We regret to add that no refund is possible under such circumstances.

Our working hours are from 9 AM to 6 PM. this can be extended depending on the availability of our maids and is subject to adjusted prices.

Special requests or instructions can be added to your bookings to help us give you more customized service.

If you require empty-apartment cleaning services for your home, you can specify your requests and instructions in advance if you are not available on a particular date.

Keeping in mind our clients safety, we have personally verified the credentials of all our maids. When you book through us, we provide only fully-trained and professional maids who are fluent in English, offering the highest quality cleaning service. We also provide dedicated supervisors to monitor our maid service.

The client is responsible for reporting any incident, breakage, damage or loss of property within 24 hours of completion of the service. Any claim reported after this time is not covered under our policy.

At Rapid Care, our main priority is the privacy of our clients. Our Privacy Policy document includes the types of information that are collected and recorded by Offer Maids and how we use it.

For Offer Maids, all customers are equally important. For your convenience, we offer active customer service so that we can provide quick responses for any feedback or complaints.

If you have additional questions or require more information about our services, do not hesitate to contact us. For any queries/complaints, write to us at info@rapidcare.me or give us a call us at +971 52 913 6867.

In case of any incident that results in physical harm to the cleaning maids while on the client's premises, for which they are not directly responsible (e.g. pet bites, faulty tools and equipment provided by client), the reimbursement for any medical assistance must be provided by the client.

Cleaning Terms

Offer Maids does not provide hand-cleaning services for laundry cleaning.

Cleaning service does not include AC cleaning, couch cleaning, shampooing, and the cleaning of high ceilings and high windows.

Our maids are proscribed from using ladders during the course of their work.

The client can provide cleaning equipment for our maids if they choose to. However, the client will be charged if they require the maids to bring their own cleaning equipment.

Balcony cleaning services are unavailable between 10 AM and 4 PM during the summer.

The client must arrange entry pass for our maids if their residence is part of a closed housing area or villa. Damac property residents must log in to Hello Damac website - www.hellodamac.com - to approve the maids entry into the premises. Failure to do so would result in the non-refundable cancellation of the booking.

Offer applicable only in designated areas in Dubai.

Offer prices applicable for regular cleaning services only. Regular charges apply for deep cleaning, move-in/move-out cleaning, and empty-apartment cleaning.

Our job is not finished until you are satisfied. If you are not happy with our service, give us a ring within 24 hours and let us know if you have any complaints.

Payment Terms

Payment for our services is only available through cash, pay by link or account deposit

When you book an appointment with us, payment needs to be completed within the stipulated time period. Non-payment during this period would result in the booking being automatically canceled.

Cancellation and Refund:

When you book with us, we reserve time for you over other potential customers to fulfill our commitment to you. Cancellation and rescheduling requests are subject to conditions. Refund and cancellation policies apply to all services provided by Rapid Care.

Contact us at least 2 hours in advance to cancel your booking. Any cancellations with less than 2 hours notice are non-refundable

Refund of payment would be made through the same mode of payment used by the client.

Processing of the refund amount would take about 2 days from the time of cancellation.

The refunded amount would be credited back to the client within 5-7 days after processing.

We provide a rescheduling option for our clients. For rescheduling an appointment, you can visit our website or call our customer care executive directly.

There is no charge for rescheduling with 12-hour notice on working days.

We request that clients who book our maid service for Saturdays must make the cancellation request during business hours on the preceding Thursday.

If our maids require an entry pass for the client's residence premises, the client is responsible for providing the necessary documents. Failure to furnish the same would result in the non-refundable cancellation of the booking.

GARDENING

CONSULTATION

- After receiving an inquiry Rapid Care's representative will visit the site in 24-48 hours.

PRICE

- The prices payable for the Services shall be those set out in the packages.
- Any work requested by the customer that is not set out in the package will be charged and added to the invoice as extra work.

GENERAL CONDITIONS

- The Client must provide electricity and water on the site if required by Rapid Care. The cost of providing electricity and water will be borne by the Client.
- The Client will allow Rapid Care to access Site within the agreed working hours and throughout the agreed time period.

DURATION OF WORK

- Rapid Care will provide the Client with an estimate/specification of the likely duration of the work. Any dates or time scales given are approximate only.

PLANTING

- The Client shall be responsible for the maintenance of all living plants following completion of the work
- If specific plant or any other material is unavailable Rapid Care will provide a suitable alternative.

IRRIGATION

- Rapid Care is not responsible does not accept liability for the loss of plants due to lack of irrigation or adverse weather conditions.

ACCEPTANCE

- Acceptance of a packages shall be deemed to be acceptance of these Terms and Conditions

OUR GARDEN MAINTENANCE SERVICES

- Pruning trees, bushes and shrubs
- Hedge trimming
- Weeding
- Fertilizing and mulching
- Aerating garden beds
- Full garden clean up and maintenance

LAW AND JURISDICTION

- Every service contract with us will be governed by UAE law and any dispute or claim arising out of or in connection with it shall be subject to the exclusive jurisdiction of the courts of the United Arab Emirates unless the physical inspection of the car takes place in a different country, in which case it will be governed by that respective country's law and any dispute or claim arising out of or in connection with it shall be subject to the exclusive jurisdiction of the courts of the country we operate in.

ALLOWED USE

- The access and use of this website is only allowed for your personal, non-commercial purposes. This means this website may only be accessed and used directly by a private individual. It is strictly prohibited to access and use this website for anything other than for your personal, non-commercial purposes.

THE USE OF THIS WEBSITE

- In any unlawful, fraudulent or commercial manner
- To create, check, confirm, update, modify or amend your own or another person's databases, records or directories
- Using any automated software, process, program, robot, web crawler, spider, data mining, trawling or other 'screen scraping' software, process, program or system is not permitted.
- You are allowed to operate a link to this website provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it, as determined by us.
- To operate a link to this website in such a way as to suggest or imply any form of association, approval or endorsement by us is not permitted.
- We reserve the right to require you to immediately remove any link to this website at any time and we may withdraw any linking permission at any time.

REFUNDS AND CANCELLATIONS

- Refunds and cancellations will only be allowed before seven days of the service date. If you cancel anytime under seven days leading up to your service date then no refund will be provided. For cancellations and refunds please email accounts@rapidcare.me with the subject field as refund and cancellation along with your name and vehicle registration.

Example : REFUND AND CANCELLATION – MICHAEL ADAMSON – V 41369

- Refunds will be made onto the original mode of payment and will be processed within 10 to 45 days depends on the issuing bank of the credit card
- Refunds will not be allowed on any promotional offers.

SERVICE CONTRACTS TERMS AND CONDITIONS FOR CANCELLATIONS AND REFUNDS

- During the first three months only a maximum of 50% will be refunded at the sole discretion of Rapid Care if no services have been utilized.
- If services have been utilized then you cannot cancel the contract and no refund will be provided.
- After 3 months all service contracts are non-refundable until they expire.

VAT

- All prices online and in quotations are excluding the government VAT at a rate of 5% as per the United Arab Emirates law. The vat will be applied to the final invoice.

COOKIES

- We collect standard internet log information and details of visitor behaviour patterns through the use of cookies when you visit **rapidcare.me**. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information anonymously. We will not associate any data gathered from this site with any personally identifying information from any source.

This page tells you the terms and conditions on which we service your vehicle for you. Before placing a booking, please read the conditions thoroughly. You agree to be bound by the conditions listed above.

OUR CONTACT

Email at info@rapidcare.me

Accounts at accounts@rapidcare.me

Telephone customer services on +971 52 913 6867