

TECHNICIAN: Dan

Name: Shirley Moran	Tel. Home: 0428039835	Date: 17-Jan-2026
Address: 11 Cooroora Rise POMONA 4568 QLD	Tel. Work: 0428039835	Invoice No:
	Mob.Tel: 0428039835	Receipt No: 13555911
Job Address:	Email: shirleyamoran@gmail.com	
	Time Start: 08:57	
	Time Finish: 11:52	

#### PRE-INSPECTION

General clean throughout

#### JOB DESCRIPTION

Items:	Price
CC CarpetClean Lounge x 1, Bedrooms x 3	\$364.00
NSUC UpholsteryClean Dining Chairs x 2	\$100.00
UC UpholsteryClean Lounge Chairs x 2	\$259.00
Discount	-\$1.96
Card Surcharge	\$8.73
AOS Aircon Split Internal and External	\$368.00
<b>TOTAL PRICE INCLUDING GST</b>	<b>\$1,097.77</b>

#### JOB NOTES

Discount Reason: duplicate card fee added to booking

#### PAYMENTS

Date	Type	Amount
12/01/2026	Card	\$246.96
17/01/2026	Card	\$852.77
<b>TOTAL PAYMENTS</b>		<b>\$1,099.73</b>

#### CUSTOMER ACCEPTANCE

Customer Signature:

The customer acknowledges completion of the work to their satisfaction and the terms, conditions and any accounting/administration charges and account details as stated on the reverse of this page.

#### ELECTRODRY TERMS & CONDITIONS OF SERVICE

##### Health and Safety Concerns

The customer agrees not to enter the same room the Electrodry technician is working on or has equipment in. In the interest of safety we advise that:

- The carpet or floor may remain damp for several hours after the completion of the work. This may result in a slip hazard when walking from the carpet to hard floors such as tiles or floor boards
- We will need to use electrical items and we ask you to be careful not to trip over any cords and keep children away from equipment that may be turned on
- We may need to place in the laundry or bathroom a bucket that contains a heater and hot water.

**For safety reasons, people and pets should be kept out of the area and away from the bucket for the duration of the works.**

In addition, we ask you to advise our technicians of any potential hazards that may exist within the house or grounds prior to commencement of work.

##### Delivery of Service

Electrodry cannot guarantee that all stains will be removed upon cleaning or refinishing. Stains derived from caustics, acids and permanent dyes may be permanent stains that cannot be removed. Further, Electrodry cannot be responsible for any pre-existing condition that is not apparent upon visual inspection.

These conditions may include but not be limited to:

- Fugitive dyes not properly set in manufacture or re-dyeing
- Lounge suites that have water or solvent soluble coloured backing material
- Carpet that has been over-stretched during laying or suffers from de-lamination
- Carpet that has suffered sun-damage, making it fragile or affecting dye-colour
- Markers used on carpet, fabric backing or padding
- Sacrificial coatings used on timber floors
- Ghosting on a timber floor
- De-laminating polyurethane on a wood floor not obvious during the initial inspection
- Bodily fluids within mattresses

Electrodry will only warrant claims with respect to workmanship of the services provided if the claim is reported within 14 days of completion of the work. In the event of a customer complaint, the customer undertakes to give Electrodry the opportunity to rectify all work. For Timber Restore Services the customer must raise any concerns during the progress inspection, prior to the application of the final coat.

If you are charged a fee for Electrodry to provide a quotation, then if you proceed with the job the amount charged to provide the quotation will be discounted from the value of the job.

##### Carpet Cleaning

Prices are subject to a **maximum room size of 13 square metres**. Steps are quoted per stair. Prices are subject to the condition of the carpet. Difficult stains may incur an additional charge. Special Offers not available in all areas.

##### Upholstery Cleaning

Price is per seating position and subject to the condition of the upholstery. Additional charges may apply for recliners, ottomans and chaises. Linen, cotton and wool lounges will usually incur an additional charge. Maximum seat width of 80cm

##### Leather Cleaning

Leather is subject to additional charges on normal upholstery pricing, and subject to the condition of the lounge.

Electrodry cannot be responsible for dye migration or damage due to pigmented leather not correctly sealed, or that has become unset through wear. Aniline and Semi Aniline leathers cannot be cleaned.

##### Healthy Mattress Cleaning

Electrodry's healthy mattress cleaning system is not designed to remove stains from a mattress. The deluxe mattress cleaning system will treat, but may not remove stains.

The customer must identify any latex prior to any Electrodry mattress cleaning service.

##### Tile & Grout Cleaning

Electrodry cannot be held responsible for any unforeseen adverse conditions relating to the cleaning of the tiles and grout. This includes but is not limited to:

- Loose, scratched or chipped tiles
- Loose or cracked grout, missing grout
- UV fading or damage
- Stainage of the tiles and grout

Electrodry's clear penetrating tile and grout sealer is supported with a 5 year warranty. Electrodry's grout colour sealing service is supported by a 10 year warranty (5 year warranty for wet areas such as bathrooms). The terms and conditions of the warranty are:

1. For warranty claims in the case of a spill, you must claim within 5 days of the spill occurring.
2. Warranty holder must show their warranty card as proof of purchase when making a warranty claim
3. You must make reasonable attempts to remove the stain with an approved neutral (pH7) cleaning product before calling Electrodry.
4. Shower cubicles and baths are excluded from all warranty claims
5. The sealed grout must only be cleaned with a soft bristle brush such as a soft broom or toothbrush, not a stiff bristled brush.
6. This warranty will be voided if the protected areas are cleaned by any company other than Electrodry, or spot cleaned with a product that is not neutral (pH7)
7. You agree to have at least one maintenance clean performed by Electrodry (at a discounted price) every 2-4 years from the date of the original clean to keep the warranty active.
8. To make a claim you must have this receipt on hand.
9. This warranty is not transferable. Normal soiling and dirt build up on hard surfaces and grout are excluded. No other warranty is expressed or implied. No one is authorised to assume for the Company any other liability in connection with this product. Warranty is available to owner-occupied residences only. Not applicable to rental or commercial premises, or shower cubicle floors. Electrodry has the right to exclude certain areas from the warranty.

##### Carpet and Fabric Protection

The customer agrees that they have been informed that there are various types of fabric protection and the type used by Electrodry could best be described as a stain release. This means that on each type of carpet or fabric its reaction is slightly different. Our product is not designed so that water beads up on the carpet, rather the stain that is caused by any spillage is released from the carpet.

Should the spillage or stain be a caustic, acid or dye, then this could impair the effectiveness of the product and the results cannot be guaranteed. Any guarantee on the application of the product is limited to attempting to remove the stain and re-applying the product to the affected area.

##### Drapery/Curtain Cleaning

Electrodry will not be held responsible for any unforeseen adverse conditions relating to delamination, dye movement, nor ultra violet light (UV) damage that may occur in relation to the carrying out of the service on fabric/material, even if the apparent UV damage is not visible nor ascertainable at time of providing the service.

The customer acknowledges, that subject to certain fabrics and materials, shrinkage may occur up to three percent (3%) of the total curtain area and no responsibility will be accepted by Electrodry.

#### Air Conditioner Cleaning

Electrodry is not responsible for any pre-existing damage to the air-conditioner irrespective of whether the damage is visible or not. Examples of pre-existing damage include but are not limited to:

- Cracked housing components on the unit
- UV fading or damage
- Damaged fins

Air conditioning systems are designed to run wet. The Electrodry Air-Conditioner cleaning system will not damage to a correctly designed and installed air-conditioning system. Electrodry is not liable for any problems associated with an incorrectly installed or designed system after cleaning. Where we must turn off electricity to the premises, we shall not be responsible for issues with other devices in the house during or after the cleaning process.

#### Mould Cleaning

- All prices are subject to inspection
- Micro-cleaning ONLY (without the micro-misting) may leave a heavy chlorine based VOC or smell and is not covered by the 12 month Warranty
- Pets and plants and people must be removed from the home during treatment
- No-one is to be in the household during or for 5 hours after the treatment
- Open food must be put away during treatment
- All areas to be micro cleaned need to be easily accessible
- Moving of furniture/whitegoods etc. to allow access is the customer's responsibility and needs to be done prior to our attendance.
- High and/or textured ceilings requiring scaffolding will incur additional fees
- If your paintwork is over 5 years old, there is a higher chance it will oxidize causing the paint to discolour
- In rare circumstances, bubbling of paint is possible where high levels of moisture have been prevalent
- If we Micro-mist, the mist may set off fire alarms, it is the responsibility of the customer to make whatever preparations are necessary to manage this.
- If humidity is not controlled the surfaces micro cleaned may stay wet for long periods. The products are designed to aid in confirming if the moisture issues have been addressed
- Warranties are not valid in designated wet areas such as the laundry and bathroom
- Warranties are not valid if any unforeseen water intrusion occurs
- If air sampling is being conducted, both the micro-cleaning and micro-misting must be done and the air sample must be taken within 72hrs of treatment
- 12 month Warranty – micro-cleaning and micro-misting must both be conducted and relative humidity must be maintained at under 60%. Windows and window sills must be kept clean and free of moisture (including condensation). Fresh water ingress will void this warranty

#### Timber Refresh and Timber Restore

##### General Conditions:

1. Electrodry cannot be held responsible for imperfections in the floor not apparent at the time of inspection including but not limited to ghosting, delamination, peeling coatings or sacrificial coatings previously applied to the floor that affect the ability of our coatings to bond to the floor
2. To protect your skirting boards from the accidental application of coatings we may apply painters' tape to all skirting boards. Electrodry does not accept responsibility for any paint that peels off the skirting board when the tape is removed.

##### Timber Refresh Specific Terms and Conditions

Timber Refresh service can be described as a clean and "refresh" coating for timber floors. The original condition of the floor will impact the final result of the service. Whilst it is likely that scratches are greatly minimised, and small scratches and scuffs may be removed in this process, Electrodry does not warrant that scratches will be removed. For full terms and conditions for the Timber refresh service visit <https://www.electrodry.com.au/about-us/terms-conditions/>. Please stay off the floor for 1 hour and then only walk on the floor with socks for 24 hours. Do not lace rugs on the floor, or wet the floor for at least 3 days.

##### Timber Restore Specific Terms And Conditions

The Electrodry Timber Restore Service is the only way to effectively refurbish worn, polyurethane coated floors without the need for sanding, using a durable, attractive finish. The final results from your Timber Restore service will be a function of the original condition of the floor. Your Restore service will:

- Remove or minimise the scratches
- Reduce colour variations from sun-fading and varying oxidation levels, often referred to as picture framing
- Clean and re-seal areas of your floor when your original coating has worn through, and blend in colour variations as best possible.
- Apply a highly durable top-coat to provide an excellent finish for many years to come.

Some defects in your floor are still likely to be noticeable and your technician will discuss these with you.

##### Your Timber Restore Warranty

Electrodry provides all Timber Restore customers with a satisfaction guarantee. If you are not happy with an area then we will address your concerns and re-finish the area of concern free of charge prior to the application of the high density poly-urethane top-coat. As a condition of the guarantee:

- 1) We will invite you to inspect the floor prior to the application of the final coating (the "progress inspection"). All concerns must be raised during the progress inspection for the warranty to apply. If you are not able to attend the property we will attempt to send you progress pictures of the floor however we do not take responsibility for the quality of the images forwarded, or the defects in the floor that may be missed in these photos
- 2) If you have any concerns, you must identify the specific concerns during your inspection and give our team the opportunity to correct or address your concerns
- 3) If you are not happy with the result at the time of the progress inspection, we may discuss with you several options including:
  - a. We may agree to not apply the final high density polyurethane top coat and discount the value of the job accordingly
  - b. We may offer to sand and refinish your floors at a discounted rate of \$50 per metre inc GST in addition to the costs of your Timber Restore service. Please note that Electrodry does not offer a floor sanding and refinishing service in all markets.
  - c. Electrodry warrants that the Timber Restore Coating will not peel, chip or yellow for at least 5 years providing the original coating does not already suffer delamination or a sacrificial coating has been applied. If the floor suffers from de-lamination, peeling or a sacrificial coating has been previously applied then the Timber Restore service the warranty is limited to 2 years. The warranty is limited to the revision of the Electrodry Timber Restore Service.

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- d. Electrodry uses only the strongest floor coatings available however we cannot guarantee scratch resistance and wear. Wear and scratches are a function of the wear the floor receives.

If there is an issue with the application of the high-density top-coat, then we shall return at a mutually convenient time to address those concerns and re-coat the floor.

**Drying Times and Floor Usage**

After coating the floor will usually be ready to walk on in 90 minutes however drying times may vary and you should exercise caution, especially on cold or wet days.

Electrodry will not be responsible for any foot prints caused in the coating.

Following the completion of the job we ask that you:

- Only walk on the floor in socks for 48 hours
- Place felt pads under your furniture to prevent scratches
- Keep pets off the floor for 3 days
- Do not put mats or rugs on the floor for 1 week
- Do not wet-mop the floor for 7 days

**Fluff or Hair**

Pet hair and fluff will often circulate through a home when there is wind or air-flow. Electrodry cannot be responsible for any hair or fluff that lands in the coating we apply to your floor.

**Furniture Moving.** If you pay for Electrodry to move furniture as part of your Timber Floor Service, then you accept that:

1. Unless otherwise states, our furniture removal service allows for 2 technicians to move furniture at the start and end of the job
2. Electrodry does not provide a qualified moving service and whilst all reasonable levels of care will be taken when moving furniture, Electrodry cannot accept responsibility for any damage that may occur during the moving process
3. Electrodry technicians will only lift items of furniture that they are comfortable lifting. Furniture trolleys cannot be used on a freshly coated floor, so all items must be carried back after the service is completed.
4. It is your responsibility (the client) to place felt pads under all furniture before the items are replaced. Electrodry does not accept responsibility for any scratches made by furniture that it replaces unless fresh felt pads have been applied to the base of the furniture.

**Payment**

Our technicians require payment on the day of service. If your service is a move-out clean, then we may ask for payment before we start the job.

For your convenience we accept the following methods of payment:

We prefer payment by card at the time of the job. Our technicians carry a card terminal that accepts Visa and Mastercard (1.2% surcharge applies).

For cash payments, a 3% cash handling fee applies (to cover for the time and cost of handling and depositing cash).

If an account has been set up and payment is not made by the due date, or payment is dishonoured or otherwise, Electrodry reserves the right to charge a reasonable Administration Fee, in addition to all other costs associated with recovering the debt including, but not limited to, legal costs and debt recovery costs.

In the event that payment is not made according to our payment terms, and we take action to recover the debt, then you, the client, shall be liable for all costs associated with recovering the debt including, but not limited to, legal costs and debt recovery costs.

**Privacy Policy**

Please refer to our website [www.electrodry.com.au](http://www.electrodry.com.au). We welcome any questions or comments and invite you to contact us. We may amend this policy from time to time to make sure that it is accurate and up to date.

In the foregoing, the word "Electrodry" shall include "A Whistle & Co (1979) Pty Ltd" and each and every one of that company's "Electrodry" franchisees.