

Safai(সাফাই) is Bangladesh's premier home cleaning company, dedicated to providing high-quality, reliable cleaning services. As a trusted brand, Safai emphasizes quality, customer care, and efficiency. The company offers a range of professional cleaning services for homes and offices, using specially trained in-house employees, high-quality chemicals, and imported machines. Safai operates from its warehouse in Notunbazar, Dhaka, and focuses on making life easier for busy homeowners by delivering top-class service at competitive prices.

Safai's core values include:

- Professionalism and reliability
- Use of proprietary cleaning chemicals that are safe for home materials
- Continuous training for service providers
- Commitment to customer satisfaction with no additional costs for travel, lunch, tips, chemicals, or equipment

Safai does not offer pest control services or any services outside of home cleaning.

Safai mainly provides these cleaning services:

- Chair Cleaning Service
- Sofa Cleaning Service
- Carpet Cleaning Service
- Home & Office Cleaning (floor cleaning & window cleaning included)
- Kitchen Cleaning (flooring cleaning and window cleaning included)
- Bathroom Cleaning (window cleaning included)

No other services are provided outside of the above mentioned services.

Cleaning Process and Equipment

- **Chemicals:** Proprietary, company-secret formulas that are safe and effective; will not harm materials.
- **Equipment:** Imported scrubbing machines, sandpaper (for stains), and other tools brought by the team.
- **Customer Responsibilities:** None; no need to provide equipment or incur extra costs.

Time and Operational Details

- **Operating Hours:** 11 AM to 6:30 PM (Bangladesh Time), all 7 days.
- **No Service:** Before/after hours, night, or early morning.
- **Service Duration:** Varies by service (see individual sections)

Team and Professionals

- **Staff:** In-house, permanent employees who are expertly trained.
- **Training:** Continuous professional development on chemicals, machines, and scenarios.
- **No Third-Party:** All work done by Safai's own team.

Pricing Guidance

- Prices are estimates; final quotes via contact
- Transparent: No hidden fees.
- Combo Packages: Suggested for savings (e.g., home cleaning with kitchen/bathroom add-ons).
- Calculations: Based on size, type, and add-ons (e.g., 600 sqft home tiles: $600 \times 5.5 \text{ Tk} = 3,300$).

Discount Policy

- If you want a discount please communicate with our customer support call center. Phone: +8801905-406396

Safety Policy

• For any kind of home safety concerns, we at Safai will take full responsibility for any kind of issue. We provide in-house permanent employees to provide you cleaning services. We don't send any third party person to do the cleaning work.

Refund and Cancellation Policy

- **Cancellation Tiers (for advance payments):**
 - **100% Refund:** More than 24 hours before scheduled time.
 - **75% Refund:** Between 24 hours and 3 hours before.
 - **50% Refund:** Less than 3 hours before.
 - **Processing:** 7-10 business days to original method.
 - **Rescheduling:** Free with 24 hours notice. **Payment Methods**

Payment Methods

- Bank transfer
- Mobile Financial Services (MFS)
- Cash on delivery

Link for online payment (Bank/MFS): <https://invoice.sslcommerz.com/invoice-form?refer=6857CA3D60C0B>

Booking and Contact

- **How to Book:** Via website form, phone, Facebook Page, Whatsapp, Hotline number.
- **Contact:**
 - Facebook Page Link: <https://www.facebook.com/safaibd/>
 - Whatsapp number : +8801905-406396
 - Hotline Number: +8809638-440022
- **Feedback/Complaints:** Via phone or WhatsApp; addressed free of cost.

Why Choose Safai(সাফাই)?

- High-quality chemicals and machines
- Experienced, trained professionals
- Competitive pricing with top-class service
- Full responsibility for quality
- Focus on customer satisfaction and value

This guide is based on official Safai information. For bookings or custom quotes, contact Safai directly.