

# Select Home Cleaning: Terms and Conditions (*Customer*)

## Your Trust, Our Commitment.

*Last updated: October, 2025*

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### 1. Acceptance of Terms

Welcome to **Select Home Cleaning** ("we," "our," "us"). By booking a service, creating an account, or using our platform, you agree to these Terms and Conditions ("Terms"). If at any time you do not agree, please discontinue use of our services.

Our goal is simple; to make cleaning easy, reliable, and stress-free for you. These terms are designed to protect both you and our team so every experience stays positive and transparent.

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### 2. Eligibility

To use our services, you must:

- Be at least 18 years of age,
- Have the legal capacity to enter into a binding agreement, and
- Provide accurate and up-to-date information during registration.

By booking a service, you confirm that you meet these criteria.

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### 3. Our Services

Select Home Cleaning connects customers with trusted, vetted cleaning professionals for residential and commercial services.

All cleaners in our network are trained, insured, and background-checked. While we take great care to maintain quality, Select Home Cleaning acts as a platform to facilitate bookings and communication between customers and cleaners.

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### 4. User Responsibilities

We believe great service starts with mutual respect. As a user, you agree to:

- Provide accurate details when booking (address, access instructions, etc.).
- Maintain the confidentiality of your account credentials.
- Use our platform only for lawful purposes.
- Treat cleaners and team members with courtesy and professionalism.

You are responsible for any activity that occurs under your account.

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### 5. Prohibited Activities

To protect our community, you agree **not** to:

- Post false, misleading, or defamatory information.
- Interfere with or disrupt our systems.
- Circumvent payment processes.

- Use our services for illegal or unauthorized purposes.

Violations may result in account suspension or permanent removal from the platform.

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## 6. Scheduling, Cancellations & Refunds

We understand plans can change.

- **Rescheduling:** You can reschedule your booking through the app up to 24 hours in advance without penalty.
- **Cancellations:** Cancellations made less than 24 hours before a scheduled clean may incur a late cancellation fee.
- **Refunds:** Refunds are reviewed on a case-by-case basis. If something isn't right, please contact our support team and we'll make it right.

Our team is here to ensure every situation is handled fairly and promptly.

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## 7. Termination or Suspension

We reserve the right to suspend or terminate your account if we detect misuse, fraud, or violations of these Terms.

You may also choose to close your account at any time by contacting our support team.

In all cases, we aim to resolve issues with transparency and fairness.

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## 8. Limitation of Liability

We strive for excellence in every clean, but we cannot be held liable for damages beyond the total cost of the specific service in question.

We do not accept responsibility for indirect, incidental, or consequential losses resulting from service use.

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## 9. Updates to These Terms

We occasionally update our Terms to reflect improvements, policy changes, or new features. Any updates will be posted within the app, along with an updated "Last Modified" date.

By continuing to use our services, you agree to the revised Terms.

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