



POLICY: COMMERCIAL T'S AND C'S

PURPOSE

This statement of commercial terms and conditions provides information about the intent of Fenix and the expectations of customers/clients insofar its contractual responsibilities before, during and after quoted jobs are concerned.

PRIVACY

1. Payment Conditions

- a. Full payment is to be made at the time of booking to secure the appointment in the schedule. Until this payment is made the booking is not guaranteed and without this payment Fenix will not attend
- b. If for any reason the above requirement cannot be met, please contact us by replying to the quote email
- c. Fenix do not accept cash payments
- d. Accounts overdue by 30 days may incur a \$55 administration fee
- e. If we incur any costs of collection, such as legal fees and collection agency fees etc., you agree to indemnify us for all such costs

2. Payment Details

Fenix Property Solutions Pty Ltd ATF The Fenix Unit Trust

BSB: 063-199

Account: 1048 2277

Payment Reference: Quote Number

3. Terms and Conditions

- a. For Vacate/End-of-lease Customers:
 - 1) In this quote, we have provided all the items necessary to obtain the Fenix Bond Back Guarantee



- 2) The property must be empty of all belongings prior to cleaning and if unwanted items and rubbish remain onsite (inside or outside), a rubbish removal fee may apply. Fenix is not responsible for the safe return of items accidentally left onsite
 - 3) Standard vacate cleaning includes a once-over dusting of blinds / curtains. For detailed cleaning of blinds / curtains, a separate quote can be arranged
 - 4) The tenant should attend at the end of the job to approve or otherwise. If the tenant can't attend at the end of the job, a redo will only be carried out at the request of the relevant property manager
- b. For Presale / Residential Customers
- 1) Fenix staff are not permitted to shift items of furniture or other heavy items to enable cleaning (this is to avoid both damage to customers' property and risk to cleaners' health)
 - 2) Limited items under 10kg and easy to move, may be moved by the cleaner otherwise cleaning will take place around such items
- c. All Customers
- 1) This quote is based on the information provided. If there are inaccuracies or omissions in this information, any variations may need to be quoted and approved on the day, prior to such work being carried out by our cleaners
 - 2) We will not be able to undertake any cleaning activities which may cause damage to the property or the fittings and fixtures therein e.g., light fittings which are not firmly attached or fly screens which are excessively tight fitting
 - 3) Shortly before, and while cleaning is in progress, Fenix requires access to a standard-sized vehicle parking area at or very close to the property. If a space cannot be provided and paid parking is unavoidable, Fenix will need to pass on any parking fees, at cost +10%
 - 4) Fenix will make every reasonable attempt to carry out cleaning in a professional and efficient manner, however sometimes certain stains can't be removed e.g. some types of stains from carpets, some types of stains from curtains and blinds, and mould from grout when it has permeated the surface
 - 5) Disposal of rubbish will be charged at cost +10% in addition to the hourly rate applicable to the cleaner(s) performing the task
 - 6) Cancellation or postponement greater than 48 hours from the scheduled commencement of cleaning will result in a full refund
 - 7) Cancellation or postponement less than 48 hours of the scheduled commencement of cleaning may result in a cancellation fee of \$50
 - 8) Cancellation on the day of the scheduled cleaning may result in a loss of deposit
 - 9) Quote is valid for 30 days from date of issue
 - 10) Credit card payments may attract a fee of up to 2.5%
 - 11) Minimum callout fee is \$104+GST
 - 12) Minimum hour-based job is 3 hours

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Updating This Statement

This policy is subject to change at any time without notice.

POLICY ENDORSEMENT

This policy and its intentions are agreed and endorsed by Fenix Management Team:

Colin Wilson

Date _____ Signed _____

Glen Wilson

Date _____ Signed _____