

Internal Inclusion List

Entry/Hallway

- ✓ Wipe down skirting boards
- ✓ Clean and dust lighting, switches, and fixtures
- ✓ Vacuum and detail mop entryways, & other hard-surface floors
- ✓ Dust and remove cobwebs
- ✓ Wipe down inside and outside of doors
- ✓ Spot cleaning of walls

Bedrooms

- ✓ Vacuum carpets
- ✓ Wipe down skirting boards
- ✓ Clean and dust lighting, switches & fixtures
- ✓ Dust and remove cobwebs
- ✓ Clean windows (internal), sills, and tracks
- ✓ Spot clean walls
- ✓ Dust and clean fans
- ✓ Clean inside cupboards and built-in wardrobes

Bathrooms/Toilets

- ✓ Vacuum and deep clean floors
- ✓ Clean and descale shower screen and tiles
- ✓ Clean exhaust fans
- ✓ Clean bathroom sinks and bathtub
- ✓ Clean the toilet inside and outside
- ✓ Clean mirrors and wipe all counters
- ✓ Clean windows (internal), sills and tracks
- ✓ Wipe down skirting boards
- ✓ Clean and dust lighting, switches and fixtures
- ✓ Spot cleaning of walls

Other Areas

- ✓ Garage – Vacuum / Sweep Out; clean and dust light and power points

Kitchen

- ✓ Clean cabinets, cupboards, drawers, and doors inside and out
- ✓ Clean oven inside/outside, cooktop, grill, and rangehood (including filter) *where assessable
- ✓ Clean dishwasher (internal, including filter)
- ✓ Clean and shine sink and taps
- ✓ Vacuum and detail mop floor
- ✓ Clean windows (internal), sills and tracks
- ✓ Dust and remove cobwebs
- ✓ Clean and dust lighting, switches and fixtures
- ✓ Wipe down skirting boards
- ✓ Damp wipe all kitchen bench tops
- ✓ Spot cleaning of walls

Lounge/Dining Room

- ✓ Clean windows (internal), sills and tracks
- ✓ Clean air conditioning unit filters (where removable)
- ✓ Wipe down skirting boards
- ✓ Clean and dust lighting, switches and fixtures
- ✓ Dust and remove cobwebs
- ✓ Vacuum and detail mop floor
- ✓ Dust and clean fans, spot clean walls
- ✓ Clean sliding doors inside/outside
- ✓ Spot cleaning of walls

Laundry

- ✓ Vacuum and detail mop floor
- ✓ Clean windows (internal), sills, and tracks
- ✓ Wipe down skirting boards
- ✓ Clean and dust lighting, switches, & fixtures
- ✓ Dust and remove cobwebs
- ✓ Clean sink and cupboards
- ✓ Wipe all counters
- ✓ Spot cleaning of walls

- ✓ Front Door Area – Sweep
- ✓ Balcony or verandah: area cleared of spider webs/dust.
- ✓ Floors swept and cleaned with a damp detail mop.

What is EXCLUDED from our End-of-lease Cleaning/Bond Cleaning Service?

The following services are excluded from our bond cleaning service (internal). If the item can be added by request this is noted, and additional charges may apply:

- Removal of stickers or removable hooks
- Removal or shifting of furniture
- Ceiling cleaning
- We do not complete grout cleaning
- External cleaning (e.g. balcony, external windows, patios)
- Baby/child safety latch/lock removal
- Rubbish bin cleaning
- External window cleaning
- Garage floor/wall oil stain removal
- Any cleaning that would result in damage
- Blind cleaning (can be added)
- Full wall washing - small spot cleaning is completed in most areas as part of our standard cleaning. (can be added)
- Intensive garage cleaning - We will vacuum/sweep, and clean light switches & power points as part of our standard clean
- Garage wall cleaning
- We do not clean appliances such as microwaves, fridges, etc.

Cigarette/Nicotine/Smoke

Damage

Cleaning of nicotine and staining from smoke or smoking is not covered as part of our rectification guarantee. It is generally accepted that staining will remain even following intensive cleaning.

Initial Inspection Upon Arrival

When our cleaners first arrive at your property they will perform a walk-around (with you if you are present) in order to review the service against the quote provided. Please note that the quoted price is based on a reasonable and standard-sized house. Any variations or unique circumstances that require additional time or resources may result in adjustments to the quoted price. We aim to provide transparent and fair pricing, and our team will communicate any necessary changes before proceeding with the service. Should any changes be required (e.g. additional work is required), we will contact you immediately and before any work is performed.

Tile

&

Grout

Cleaning

Although our cleaners will manually scrub tiled areas as part of end-of-lease/bond cleaning, however, a detailed professional tile and grout cleaning may be warranted depending on the condition of your tiles and or grout which is an additional service separate from that of our end-of-lease/bond cleaning and will incur additional cost.

Our End-of-lease/Bond Cleaning Guarantee Details

For any questions or queries, please call us on 0471 591 504 or send an email to team@instantcleaningexperts.com.au

We guarantee our service by correcting any issues identified by your real estate agent regarding our internal bond clean, free of charge. Issues must be advised to us within **five days** of the completion of your service. Our guarantee covers those items cleaned as part of your service. Where issues identified are related to matters that did not form part of the original service, we are happy to return to your property to provide additional support at our promised bond service rates.

Important Notes Regarding Our End-of-Lease Cleaning/Bond Cleaning Service

Review your lease agreement

Each Real Estate Agency and Property Manager may have different requirements for their tenants. We encourage you to check your lease agreement for any special requirements and advise us as soon as possible so that we can include these with your service. If we are not aware of these prior to the service, they are not covered in our guarantee.

By engaging our Services, you acknowledge and agree to abide by the important notes listed below.

1. Quotation and Scope of Services

- 1.1.** Quotation: The estimated quotation provided to you is based on the information you have provided to us. It is important to note that the final cost may change if the actual scope of work differs from the information provided.
- 1.2.** Scope of Services: The scope of the Services to be provided will be detailed in a written agreement or work order. Any additional services requested by you during the provision of Services may result in additional charges, and you will be informed of these charges before the work is undertaken.

2. Commencement and Completion

- 2.1.** Service Start Time: The chosen service start time by the Client serves as a commencement point for our team. While we make every effort to start the Services promptly, we do not guarantee that the Services will be completed within the specified time frame.
- 2.2.** Completion Time: We will make reasonable efforts to complete the Services within a reasonable time frame, considering the nature and extent of the work. However, we do not guarantee a specific completion time. Factors such as the size of the property, its condition, and other unforeseen circumstances may affect the completion time.

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3. Liability and Damages

- 3.1.** Liability: We take all necessary precautions to provide quality Services. However, we shall not be liable for any damage to property or items resulting from the Services, unless such damage is a direct result of our gross negligence.
- 3.2.** Notification of Damage: In the event that you believe our Services have caused damage to your property or belongings, you must notify us within 24 hours of the completion of the Services. We will investigate the matter and, if deemed liable, take appropriate action.

4. Payment

- 4.1.** Payment Terms: Payment for the Services is due upon completion of the work. We do not charge upfront for our services; however, payment must be cleared prior to our team leaving the premises. Please be aware that we cannot generate an invoice until payment has been successfully cleared. Your cooperation in this matter is greatly appreciated. We accept various forms of payment, which will be outlined in your invoice.
- 4.2.** Additional Charges: Any additional charges for extra services or materials will be invoiced separately and are due upon receipt of the invoice.

5. Cancellation and Rescheduling

- 5.1.** Cancellation: If you need to cancel or reschedule your appointment, please provide us with at least 12 hours notice. Failure to do so may result in a cancellation fee.
- 5.2.** Cancellation Fee: Please note that a cancellation fee of \$100 will be applied in cases where our team arrives at your location before the cancellation is communicated from the client.
- 5.3.** Company's Right to Reschedule: We reserve the right to reschedule or cancel Services in the event of unforeseen circumstances, such as inclement weather or equipment failure. We will make reasonable efforts to notify you of any changes to the schedule.

6. Termination of Services

- 6.1.** Termination by Client: You may terminate the Services at any time by providing written notice to us. However, you will be responsible for payment for any Services already provided.

6.2. Termination by Company: We reserve the right to terminate the provision of Services if you fail to adhere to these Terms or if we believe it is necessary to protect the safety and well-being of our team.

7. Governing

Law

These Terms and the provision of Services shall be governed by and construed in accordance with the laws of Australia. By engaging our Services in Australia, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions. If you have any questions or concerns, please contact us before the commencement of Services.