

TERMS AND CONDITIONS

Mozera Home Services Ltd. reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.

1. REGULAR DOMESTIC CLEANING SERVICES/SUBSCRIPTION

1. Booking of this service should be done at least 1 week before first visit for scheduling purposes otherwise service will be treated as emergency and attract extra cost. **MOZERA** can at her discretion begin the service earlier than the 1week prior notice
2. It requires a minimum of 2 hours per cleaning visit or more depending on level of dirt
3. **MOZERA** provides regular domestic cleaning at different rates depending on number of bedrooms and sizes of rooms which is organized on weekly or bi-weekly basis.
4. **MOZERA** reserves the right to suspend cleaning services if monthly payments are not made in advance prior to the first visit.
5. Estimates of payment to be made can be done prior to home inspection and the cost is subject to change after inspection.
6. A Client can be advised to start with a one-off service based on the level of dirt discovered upon inspection
7. All 4 consecutive weekly visits or 2 bi-weekly visits must be done within a space of 1 month. **MOZERA** will not postpone a cleaning appointment beyond 1 month due to client's unavailability. Monthly payment will be refunded only if customer does not require cleaning services for more than 4 consecutive weeks.
8. Client's on subscription are expected to renew their packages one week after the last visit. **MOZERA** will resume with a one-off cleaning at the client's extra cost if renewal is done 2 weeks after the last visit.
9. **MOZERA** will provide the cleaning materials and equipment needed for the required work, however clients should state upfront if they want to their own kits to be used. All cleaning equipment should be safe and in full working order.
10. Client understands that the price he/she has been quoted does not include anything apart from cleaning labour. Special requests will attract additional cost from the client
11. **MOZERA** will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
12. **MOZERA** reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment. **MOZERA** also will not continue with the job if for example water or power is not available or if there is interference in the work from the Client or any other person.
13. It is the responsibility of the Client to make his/her home accessible via physical presence or key collection arrangement. **MOZERA** will not be held responsible if a cleaning appointment did not hold as a result of client's inability to provide access. A remobilization will come at an extra cost or the visit will be forfeited.
14. Clients are advised to select a work day for their cleaning as weekends may not be available due to high volume of jobs
15. **MOZERA** reserves the right to postpone an appointment that falls on a holiday period and will make up for such based on agreement with client.
16. Client must give a 2-day notice if he/she wishes to reschedule a visit to a later date within a week. This new date is not guaranteed but will be subject to arrangements made with **MOZERA** as this can upset **MOZERA**'s schedule.

2. ONE OFF CLEANING/END OF TENANCY CLEANING/BEGINNING OF TENANCY/

1. It requires a minimum of 4 hours per cleaning visit
2. **MOZERA** provides end of tenancy, beginning of tenancy, one-off and post-construction cleaning at different rates depending of No. of rooms, sizes of rooms and level of dirt. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a property of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
3. Estimated cost can be provided by **MOZERA** prior to home inspection which is subject to change upon actual inspection carried out.

4. **MOZERA** will provide a task list and all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service. however, clients should state upfront if they want to their own kits to be used. All cleaning equipment should be safe and in full working order
5. The End of Tenancy Cleaning, One Off Cleaning do not include cleaning of: walls, ceilings, curtains, exterior windows, professional carpet and upholstery cleaning.
6. **MOZERA** will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
7. Client is advised that an end of tenancy cleaning may take double the length of the time required for a general cleaning.
8. **MOZERA** reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment. **MOZERA** also will not continue with the job if for example water or power is not available or if there is interference in the work from the Client or any other person.

3. POST-CONSTRUCTION HOUSE CLEANING

1. Booking of this service should be done at least 1 week prior to mobilization to site for inspection and proper preparation. **MOZERA** can however decide to mobilize to site before the 1 week notice at her discretion.
2. Client must give a 3-day notice if there is change in start date as a result of poor preparedness or other reasons and a new date will be agreed upon.
3. Client is expected to make full payment or a 70%-part payment prior to start of service and balance up upon completion.
4. Minimum of 6 hours is required for this service. Service can however take days to complete depending on the size of property.
5. **MOZERA** provides post-construction cleaning at different rates depending of number of rooms, sizes of rooms and level of dirt. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a property of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
6. It is the responsibility of the client to confirm that all jobs done by vendors have been completed before **MOZERA** mobilizes to site. **MOZERA** will not be held responsible for any mess made by a client after cleaning is done in any area in the house. Clients will pay an extra cost for areas that have to be re-cleaned.
7. **MOZERA** will not continue with the job if for example water or power is not available or if there is interference in the work from the Client or any other person. **MOZERA** will not be held responsible for work delay or poor jobs done as a result of inability to provide utilities.
8. Client or his/her representative must be on ground to verify and confirm work done upon completion. **MOZERA** will not re-mobilize to site upon discovery of any complaint except the client is willing to pay extra cost.
9. **MOZERA** will provide a task list and all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service. Clients will provide tools required for high risk jobs such as scaffolds unless other arrangements have been made.
10. **MOZERA** will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
11. Client is advised that Post construction cleaning may take up to three times longer than a well maintained home requiring the same service.
12. **MOZERA** reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment.

4. CARPET/UPHOLSTERY CLEANING SERVICES

1. **MOZERA** reserves the right to amend the initial quotation should the Client's original requirements change.
2. **MOZERA** will not be held responsible to carpet damage after cleaning as a result of poor materials used by the manufacturer.
3. If the Client has a dog, cat or other hairy animal hair slowing down the cleaning process additional 30% extra charge will be added to the service price.
4. If water extraction is required due to flooding 30% extra charge will be added to the service price.

5. Turn-around time for this service is 5 days. **MOZERA** may deliver before this time but expedited services will come at an extra cost to the client and home delivery fee will apply for all services.
6. Client should appreciate that carpets often will not have a consistent appearance after cleaning by reason of differences in wear and tear. Sunlight will sometimes cause fading in areas of the carpet and cleaning cannot rectify this. Stains are not always visible before dirt is removed and it may not be possible to remove those stains completely. **MOZERA** will use its best efforts provide a good result but Clients are asked to be aware of these limitations which are common to all cleaning operations.
7. **MOZERA** reserves the right not to continue with a job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment.

4. PAYMENTS

8. Payments are to be made by cash to **MOZERA's** representative or bank transfer to **MOZERA's** account only with details to be provided to client. **MOZERA** will not be held responsible for payment made by any other means e.g. Cleaner's account.
9. Client understands that any 'late payments' may be subject to additional charges.
10. If payment is not made after 30 days of invoice then a charge of 15% on top of the initial invoice due, will be added to the debt. You agree as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.
11. All payments must be made in **Naira**

5. COMPLAINTS AND CLAIMS

1. Client accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.
2. **MOZERA** requires the presence of the Client or his/her representative in the beginning and at the end of the cleaning session so an inspection can be carried out and if any corrections are needed, should be made on the same day. If a Client is not completely satisfied with the cleaning services, **MOZERA** will re-clean any areas and item/s before the completion of the service on the same day
3. If the Client has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been done.
4. **MOZERA** may take up to 5 working days to respond to a complaint.
5. **MOZERA** will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.
6. Complaints are accepted in writing (letter or e mail). Complaints must be reported on completion or in the following 24-hour.
7. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewelry, items of sentimental value, art and antiques.
6. In case of damage **MOZERA** will try to repair the item/s if she agrees that she caused the damage. If the item/s cannot be repaired, **MOZERA** will rectify the problem with the item/s if it is proven to be by our personnel.
7. **MOZERA** reserves the right not to be responsible for: delay for a cleaning visit due to a traffic congestion, postponed service due to broken equipment, job not complete due to lack of hot water or power and suitable cleaning materials and/or equipment in full working order provided by the Client, third party entering or present at Client's premises obstructing the cleaning process

6. CLIENT SATISFACTION

1. Client understands that he/she is not entitled to any refunds.
2. If the Client is not satisfied with the cleaning service provided and a complaint has been placed in the stated 24 hours after the job has been completed, **MOZERA-Cleaning** reserves the right to return a cleaner and re-clean any areas and items to Client's satisfaction. Therefore, the Client must allow the cleaner to be returned and he/she should be at present at all times during the re-clean visit.
3. **MOZERA** reserves the right to return a cleaner not more than once.

7. CANCELLATION

1. Client may cancel the scheduled cleaning job up to 24 hours prior to the agreed start time.

2. Client agrees to pay 50% of the quote as a cancellation fee if he/she cancels or changes the date/time less than 24 hours prior to the scheduled appointment.
3. Clients agrees to pay 50% of the quote as a cancellation fee in the event of a lock- out caused by our cleaners being turned away; no one home to let them in; no water or power available at Client's premises or problem with client's keys. If keys are provided they must open the lock without any special efforts or skills.
4. If an initial deposit has been paid to **MOZERA** then Client agrees that deposit funds may be used to cover the cancellation fee.

8. AFTER CANCELLATION OF THE CLEANING SERVICE

By entering into a service agreement with **MOZERA HOME SERVICES LTD.**, the Client agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the Client by the company. If the Client wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of N50000

These terms and conditions shall be governed by the relevant Nigerian law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of Nigeria. Mozera Services Ltd. reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.

By ordering Mozera Home Services Ltd service by phone, e-mail, or its website the Client agrees to be bound by Mozera Home Services Ltd terms and conditions.