



service agreement offer

between

New York Industries,
trading as; SqueegeeMEclean Pty. Ltd.
ABN 61 601 581 364

and 'the client'

*client to enter their complete
business name and address in this
space*

ABN or ACN

Email address

Contact Person

Contact Number

for the following services

**on the following
schedule**

Option A Weekly Fortnightly Monthly
Option B Weekly Fortnightly Monthly

service agreement term

6 months 12 months

Payment Method

Cash Monthly Invoice

commencement date

*** Before commencing your first clean, please read through this service agreement offer ***

SqueegeeMEclean

ADDRESS U1 35 Early street **Parramatta** NSW 2150 **PHONE** 0400 789 648

EMAIL kevin@smclean.me **WEBSITE** www.smclean.me



Your cleaner glass guarantee, how it works?

Rainy day guarantee

- A. If your glass is dirtied by rain within 24 hours of us cleaning your exterior glass, we will come out and fix any exterior panels dirtied by the rain.
- B. There is no guaranteed response time. We will make every effort to arrive at the first available opportunity.
- C. Clients must call or email SqueegeeMEclean requesting a rainy day fixup within one business day of the cessation of rain.

100% Satisfaction guarantee

- A. The client can call us within one business day from the completion of the job to return and correct the work we've completed if it has not reached the customers satisfaction level.
- B. Satisfactory standard includes removing all dirt and marks which are removable through the application of water, Leaving the glass free of streaks, water tears, dry water marks and leaving no water on the flooring or trims around the area we've cleaned.
- C. Certain corrections are not covered by this guarantee including; removing any type of stain which upon attempting to remove is still present, removing or fixing Cracks and scratch marks, removal of stains, scratches from trimming, cleaning glass panels which are inaccessible, the removal of stains or third party stickers from vinyl stickers attached to glass we are cleaning. (attempting to do so may damage the sticker)

Spot Cleaning

- A. If a client's glass panel(s) become soiled because food or drink was thrown or smeared against it by a third party, the client can call or email us outside of our usual cleaning schedule to clean up the panel(s) of glass which were affected
- B. The purpose of the spot cleaning is to remove the excess soiling which has occurred on the particular panel(s). It is at our discretion to decide if it is sufficient to simply remove the soiling, or rewash the entire panel(s) and or adjacent panels if necessary for the overall appearance of the business

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- C. There is no guaranteed response time. We will make every effort to arrive at the first available opportunity. If you're next scheduled clean is due within 24 hours of your call, we will remove the soiling when we next arrive.
- D. Clients are entitled to one (1) non chargeable spot cleaning call per calendar month.
- E. Spot cleaning does not extend to the removal of 3rd party stickers. (these will be removed at your next scheduled clean), glass soiled by staff or Parramatta city council workers or tradesmen.

Your insurance cover

- A. SqueegeeMEclean has current public liability and workers compensation insurances in place to protect its clients from accidental damages and injury caused while on your place of business.
- B. In the event of a damage or breakage caused by our staff, we will decide whether to cover the cost by going through our insurance agency GIO or offer a credit on future work to the agreed value of the unit damaged.
- C. Stickers and fixtures which are attached to panels of glass that we have been instructed to clean, are not covered by this insurance. Eventually stickers may begin to peel, posters may get wet or damaged if they stuck to glass with sticky tape and need to be removed. Hooks and accessories will wear out with constant movement.

Your window cleaning schedule

Public holidays, bad weather, end of year break, unexpected closure(s)

- A. Your cleaning schedule will be provided for forty nine (49) weeks of the year, from the second (2nd) week of January until the third (3rd) week of December. SqueegeeMEclean closes over the xmas period for 3 weeks.
- A. A cleaning job that is due on a public holiday will have the job rescheduled to another day and time within that week.
- B. In the case of bad weather, our window cleaners will determine the impact the weather will have on your external glass and decide to continue with the clean or reschedule the job. All clients on a service agreement are covered by our 'rainy day' guarantee.
- C. You must notify SqueegeeMEclean via email, at least 24 hours in advance if your business will be closed and you do not want your glass cleaned during that period of closure. Unless notified by you, our glass cleaners will continue to clean the external glass and charges will continue to apply as

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normal.

- a. When your window cleaning schedule is put on hold, the remaining time of the service agreement will also be put on hold and will resume when window cleaning services resume.
- D.** The service agreement can be put on hold for a period of up to three months and must be approved in writing by SqueegeeMEclean
- a. Any remainder of the service agreement term will recommence after the three months is over or if asked to resume works by the person who signed this agreement prior to that.
 - b. All requests to put the service on hold need to be done in writing via email.
 - c. Any outstanding balances need to be finalised before the account can be temporarily put on hold.

How you will be charged and billed?

Costs-how calculated

- A.** Regardless of the schedule selected, the yearly spend on the services provided will be calculated based on a forty nine (49) week year divided into twelve (12) equal payments.
- B.** Changing your cleaning schedule will result in a change of price on the invoice according to the prices listed in the schedule. Changes will take effect on the following month.
- C.** All charges are inclusive of GST.
- D.** Any chargeable additional work requested which is outside the scope of the service agreement will be invoiced separately.
- E.** Any specials or discounts offered upon acceptance of this service agreement will become chargeable if the client cancels the service agreement prior to the anniversary date.
- F.** Every 12 months prices will automatically adjust to compensate for inflation.
Price increase will be adjusted by the inflation rate or by the amount prescribed below, depending on whichever is greater
 - i. weekly job prices will increase by \$0.50c,
 - ii. fortnightly job prices will increase by \$1.00
 - iii. monthly job prices will increase by \$2.00

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Billing arrangements and payment methods

- A.** At the beginning of each month you will receive an invoice via email for the previous month's scheduled work.
- B.** Payment of our invoice would be appreciated within 7 days of date of the invoice. Automated payment reminders will be emailed to you if payment has not been received by the 8th day, and again by the 15th day and again by the 22nd day. If payment has not been received by the 30th day, we will put all window cleaning services on hold until any matters holding back payment are resolved and payment is received or an alternate arrangement has been made.
 - a. If you know that payment will be late, please inform us by email prior to the 30th day.
- C. Payments can be made via internet banking transfer into the following account:**

Name: SqueegeeMEclean
BSB: 112-879 ACC: 486905255
Bank: St George, Parramatta

When making payment electronically, please include the invoice number so your payment can be Reconciled.

- D.** You can pay via cash under the following conditions:
 - a. Payment will be expected every time we complete the scheduled works.
 - b. An invoice will be emailed to the email address specified in this agreement
 - c. Changing from EFT to cash can only happen at the beginning of a new month.

If your strata periodically engages a window cleaner

- A.** If your lease agreement includes a clause for external window cleaning provided by your strata agent, we can skip your next scheduled clean if it falls on or is close to the strata appointed clean. You must email us the scheduled date of your strata appointed window cleaning 24 hours in advance of our next clean so that we can make necessary arrangements to skip the job.
 - a. If we are notified, your monthly invoice will be amended so that you are not charged for the skipped clean.
 - b. If we do not receive a notification via email and the work is carried out by our window cleaners, it will be chargeable as per the normal schedule



Stopping your window cleaning service

Buyer's Remorse

- A. Within the first 30 days from the date of your service agreement, you can cancel the service in writing by email if you feel it doesn't meet your needs.
- B. You will be invoiced on the 30th of that month for all cleans completed up to the date of the email requesting the cancellation.
- C. The price of your first clean will revert from the scheduled price we quoted you to our once off fee for a first clean of \$180.00. All subsequent cleans will be charged at the quoted price.
- D. The buyer's remorse clause does not apply to corporate clients on 6 month cleaning cycle

Expiry of agreement

- A. One month prior to the anniversary of the agreement, you will receive an email informing you of the anniversary. If you wish to cancel your service please inform us in writing (email). Otherwise, the contract will roll over for another 12 months

Sale or closure of business

- A. If your business is sold to a third party, the new owners can cancel this service agreement by providing written notice within 30 days from the day they take ownership of the business, otherwise the service agreement will continue for the remainder of the term.
- B. **If you close down your business and cease trading, you will be liable for any outstanding invoices for work already completed. But, we will not pursue you for any remaining time on this service agreement that was not fulfilled.**

Termination of agreement

- A. We will not continue to do the work if;
 - i. You fail to pay our bills, or
 - ii. For any other just cause.

We will give you at least fourteen (14) days notice of our intention to terminate our agreement, and of the grounds on which the notice is based.

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- B. If the agreement is terminated, you will receive a final invoice on the 30th of the month following the termination, which is payable in full within 7 days
- C. You notify us in writing prior to the anniversary of this service agreement that you do not want to renew this agreement for a further 12 months.
 - a. You will receive a notice that your service agreement is about to expire in 30 days, via email, 30 days prior to expiration of your initial service agreement period.
 - b. The email will be sent to the same email address that we email your invoices too
 - c. If do not wish to renew your service agreement for a further 12 months, simply reply to the notification email you received and we will cease all cleaning within 30 days, otherwise we will continue with the scheduled work for another 12 months.
- D. We reserve the right to cancel or hold this agreement at anytime, if the client fails to pass a credit check with our credit reporting agency, CreditorWatch

Protecting your privacy

Personal information about you, provided by you and other sources, is protected under the Privacy Amendment (Private Sector) Act 2000 . Disclosure of such information may be compelled by law (e.g. under the Social Security Act) . You also authorise our office to disclose such information where necessary to others (e.g. to an accountant, business partner, legal adviser,valuers, etc) or other persons as directed by you.

From time to time we will provide you with information on other services and products offered by us. By acceptance of this agreement, you consent to us sending you this information either in hard copy or in email form .

Acceptance of offer

- A. This document is an offer to enter into a service agreement with the business listed above as ‘the client’.
- B. You have requested us to provide you with the cleaning services mentioned above on an ongoing basis until terminated in one of the ways described below.
- C. If you accept this offer you will be regarded as having entered into a service agreement for a minimum term of either 6 or 12 months. You will be bound by the terms and conditions set out in this document, including being billed in accordance with it. Please accept this offer by signing and returning a copy of this document to our offices by post, email or giving it to one of our window cleaning team members.
 - a. **For new clients only:**
SqueegeeMEclean will deem the offer and the terms accepted by the client once they ask us to

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commence the scheduled services listed on the first page, unless specified otherwise in writing.

- D. If no service agreement term is selected (on first page), this service agreement will default to a 12 month term.

This service agreement has been signed by a representative of the company authorized to enter into this agreement on behalf of the client;

Signed

Date

Name / Position

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