

Letter of engagement for new customer

J J Splendid Services aka

Awesome Home Cleaning

Thank you for your interest in becoming a customer of JJSS (aka awesome home cleaning). It is the policy of our business that a 'New Customer Engagement Letter' is completed by all our new customers. This sets out our terms of engagement. Please read it and make sure you understand the scope of our engagement.

Please contact us immediately if you do not understand, or wish to discuss, any aspect of the terms of this engagement.

Purpose:

The purpose of this engagement is to have a mutual understanding and strong relationship and agreement between JJSS and the customers.

Service:

In this agreement, JJSS will:

- Supply all cleaning equipment and cleaning chemical for customers.
- Try to achieve the best results and to provide satisfaction towards the customer.
- Will adhere to the Cleaner's CoC (Code of Conduct).
- Try its best to meet the requirements of the customer's needs.

Security and Safety:

For security and safety, JJSS will not be liable for any damage that has already taken place, lost and/or stolen properties.

In addition, JJSS is not required to and/or is limited to take actions if such scenarios below are present:

- A person in the vicinity is not properly clothed or is naked.
- Dangerous Pets and untamed wild animals in the vicinity are loose.
- Any unidentified person in the premise, all personnel must be registered to the knowledge of JJSS.

- All Customer Cash and Valuables must be secured by the Customer and not left lying about at the premises for the duration of the service engagement
- All dangerous areas and goods including but not limited to Corrosive Acids, Electrical Failures, Airborne Contaminants, Explosives, Confined and Collapsing areas.

JJSS will provide proper Insurance for possible breakage or customer valuables where such valuables get damaged or are found missing owing to JJSS negligence/fault

Customers Responsibilities

- Customers are required to arrange for reasonable access by us
- Customers are required to notify JJSS of the outage or cut off the water supply

Complaints:

- The agreed customer can make feedback and comments on the result and procedures for the job taken and done by JJSS and its employees in the provided records given to the customer.
- The customer may request a change of a different cleaner at the discretion of JJSS of which employees are available.
- The customer can terminate the agreement and or agreed on documents with legal and liable reasons.

Payments:

- Cash payment is accepted and preferred.
- Bank payments are available with an added 10% GST.
- An additional 30% penalty fee will be added on the next payment due where the customer is absent without advance notification of cancellation of services
- Tax invoices will be issued when required

Once you are satisfied with the terms of our engagement, please sign and email or text a copy of this letter to us as evidence of your acceptance of the terms of our engagement, as evidence of customer of JJSS

We thank you for the opportunity to provide Household Cleaning Services to you and look forward to developing a strong relationship with you for many years to come.

JJSS

We / I < >, agree to all of the terms and conditions as noted in this letter.

..... (Authorised Customer Signatures)

..... (Printed Name of Customer)

..... (Date of Signatures))