

HOMWORKS CLEANING SERVICES

Terms & Conditions

1. Homeworks Services provides an extensive range of domestic and small office cleaning services. The term “cleaning” does not include the removal of oil, paint, varnishes or other such substances, or the cleaning of carpets (other than vacuuming).
2. Homeworks Services has a minimum of 2.0 hour period of service, and will provide the Client with an estimate before the commencement of work. Any quote provided by Homeworks Services, including any description of jobs to be performed, are estimates only and do not represent a guarantee of work to be performed during the contracted hours. The ability of Homeworks Services to complete the quoted tasks for each service may vary depending on the state of the property, the additional cleaning required or any other factor beyond Homeworks Services’s control.
3. Unless specifically directed otherwise, Homeworks Services will only perform the services quoted during the agreed contracted hours. From time to time, the Client may request that Homeworks Services perform additional work in excess to the agreed hours. In such circumstances, Homeworks Services will issue a payment invoice to the Client for any additional hours worked.
4. At the specific request of the Client, Homeworks Services can arrange for a carpet cleaning service to be provided, although Homeworks Services takes no responsibility for those services provided.
5. Homeworks Services shall not be liable for failure to carry out work if prevented from doing so as a result of any circumstances beyond Homeworks Services’s control. The Client will not be charged for any work not actually undertaken by Homeworks Services in such circumstances.
6. Changes in any scheduled visit are to be updated to Homeworks Services at least three business days in advance. Homeworks Services reserves the right to re-schedule at the earliest possible appointment at their convenience.

Payment Policy

7. The Client is obligated to pay for all agreed services provided by Homeworks Services, unless specifically notified otherwise. For all purchases and payments for reimbursement costs, fees or expenses associated with a Service, Homeworks Services will issue additional payment invoices in accordance to the amount agreed upon between the Client and Homeworks Services for the use of the available works provided by Homeworks Services.
8. No refunds or amendments will be provided once the Client's invoice has been issued. At Homeworks Services' sole discretion, refunds or amendments may be granted in extenuating circumstances, as a result of specific refund guarantee promotions, or to correct any errors made by Homeworks Services.
9. While Homeworks Services will use commercially reasonable efforts to ensure the security of card transactions and all other personal information, we disclaim any liability for any damage that may occur should any information be released to any third parties, and you agree to hold Homeworks Services harmless for any damages that may result thereafter.
10. You will be liable for all transaction taxes on the services provided under this Agreement.
11. Homeworks Services reserves the right to make amendments to the prices shown on the Web Site. An email notification will be issued at least one month before any price change takes effect. If you do not accept the new fee, you should cancel this agreement as explained below. Otherwise the Services supplied after the expiry of the one month's notice will be at the new price.
12. In the event that the Client notifies any changes to the scheduled commencement of work within 72 hours of the Agreed time period, Homeworks Services will provide the options to either provide a full refund of any payment made for that visit, or use reasonable endeavours to re-arrange the visit. Homeworks Services reserves the rights not to make a refund or re-arrange a visit if they are not notified within that 72 hour time period.
13. If any amount due by you is unpaid, we may:
 - Charge reasonable additional administrative costs; and/or
 - Charge interest on the amount unpaid at the rate of 2% p.a over the SGD Deposit rate at the time being of Development Bank of Singapore [DBS Bank (Singapore)].
 - Cancel this agreement with or without notice (including email).

Cleaning Services Policy

14. In order to ensure smooth transition of the services provided by Homeworks Services, the Client himself or next-of-kin is to be physically present during the execution of the services. No services will be undertaken if the Client or next-of-kin is not present.
15. If the Client has a concern regarding the quality of the service provided, he or she is obliged to immediately raise that concern and in any event no later than 24 hours of the service being provided. If the concern is justified, Homeworks Services will arrange for the re-cleaning or rectification of the area under dispute for no additional charge. The Client will remain liable to pay for hours worked by Homeworks Services providing the initial services (other than those hours spent rectifying the concern) and no refund will be offered by Homeworks Services.
16. Homeworks Services is insured, however, it shall not be liable for any loss, damage, or injury arising from the breakage or disintegration during cleaning by Homeworks Services's helpers or agents of any cracked, defective or broken parts of the property of the Client, nor will Homeworks Services be liable for any loss, damage, or injury arising from the general wear and tear resulting from the cleaning by Homeworks Services's helpers or agents. Homeworks Services expects the Client to secure and/or move any items of either extreme monetary or sentimental value and assumes that all surfaces are sealed and ready to be cleaned without causing harm.
17. Homeworks Services reserves the rights to take all reasonable steps to make good any damage for which it may be liable under this Agreement in lieu of making payment in respect thereof.
18. Where Homeworks Services is liable to compensate for damaged items, such compensation will be limited to the contracted amount of services and not the cost of a replacement item, the whole in accordance with the principles applied by its insurer. For the avoidance of any doubt, the obligation of rectification and/or replacement is limited only to the actual item or area damaged and not to the replacement or rectification of an entire set or workspace.

Obligations & Cancellations

19. It is a condition of this Agreement that the Client provides a minimum of three business days to make a cancellation of work as arranged. In the event the Client wishes to resume the agreed scope of work, Homeworks Services reserves the rights to make any amendments to re-schedule the works to their convenience.
20. The Client shall provide, free of charge, all necessary electricity, hot water and other facilities, which may be required to enable Homeworks Services to carry out the work. All fragile, breakable and/or high value (whether sentimental or monetary) items must be secured or removed before each service is provided by Homeworks Services, and Homeworks Services takes no responsibility for any damage caused to such items.
21. If the Client is not completely satisfied with the services provided, it must inform Homeworks Services immediately (and in any event no later than 24 hours after the services were undertaken). Failure to do so will result in Homeworks Services having no obligation of rectification or replacement subjected always to the damage being attributable to the actions of Homeworks Services.
22. No claim against Homeworks Services in respect of alleged negligence of Homeworks Services, its helpers or agents, or any alleged defect in Homeworks Services's plant machinery, or materials or in respect of any other matter shall be valid unless notice in writing thereof is received by Homeworks Services at its Registered Office within 7 days after the happening of the event giving rise to the claim. Unless notified otherwise, any claim will be referred directly to Homeworks Services's insurer for assessment.
23. Homeworks Services undertakes to be fully insured in respect of Employer's Liability.
24. Homeworks Services recognizes that this Agreement creates a confidential relationship between Homeworks Services and the Client and that information relating to the Client's affairs may become known to Homeworks Services and/or its staff members during the term of this Agreement. Homeworks Services agrees to, and to ensure its staff members agree to, keep confidential any personal data regarding the affairs of the Client and not to disclose any information to any other person except as described in the Privacy Notice highlighted above or as otherwise required by law.
25. The Client recognizes that Homeworks Services may be required to collect and process personal data for the purposes of administering Homeworks Services obligations under this Agreement. For the purposes of clauses 16 and 17, the terms "processes" and "personal data" have the meanings given to them by the Personal Data Protection Act 2012.
26. Homeworks Services reserves the right to amend these terms for any reason and will provide the Client with no less than 14 days' advance notice of any changes to these terms.

27. This contract and the arrangements referred to therein are subjected to the laws of Singapore. Any disputes arising out of this contract or the arrangements referred to therein shall be subjected to the exclusive jurisdiction of the courts and tribunals of Singapore.