

# Terms & Conditions

## Sparkleen Cleaners Terms and Conditions

Effective Date: August 2025

Welcome to [Sparkleen Cleaners](#). By accessing our website or using our cleaning services, you agree to the following Terms and Conditions. Please read them carefully.

### 1. Services

Sparkleen Cleaners provides residential, commercial, and specialised cleaning services within Johannesburg, Gauteng, and surrounding areas.

All services are subject to availability and confirmation.

### 2. Quotations & Pricing

- All quotations provided are estimates based on the information supplied by the client.
- Prices may vary depending on the size, condition, and requirements of the property.
- Additional services requested after confirmation may result in extra charges.
- Sparkleen Cleaners reserves the right to update pricing without prior notice.

### 3. Bookings & Payments

- Bookings are confirmed once agreed upon by both parties.
- Payment terms will be communicated before service delivery.
- Late payments may result in delays or cancellation of future services.
- Sparkleen Cleaners reserves the right to refuse service for unpaid accounts.

### 4. Client Responsibilities

Clients are responsible for:

- Providing accurate booking information
- Ensuring safe access to the property
- Securing valuable or fragile items before cleaning begins
- Informing our team of any special instructions or hazards

### 5. Cancellations & Rescheduling

- Cancellations should be communicated as early as possible.
- Sparkleen Cleaners reserves the right to charge cancellation fees for late cancellations or missed appointments.

- We may reschedule services due to weather conditions, emergencies, or circumstances beyond our control.

## 6. Liability

While we take every reasonable precaution during service delivery:

- Sparkleen Cleaners is not liable for pre-existing damage, wear and tear, or faulty installations.
- Clients must report any concerns within 24 hours after service completion.
- Liability is limited to the value of the cleaning service provided.

## 7. Website Use

By using our website, you agree not to:

- Use the website for unlawful purposes
- Attempt to gain unauthorised access to systems or data
- Copy, reproduce, or misuse website content without permission

All website content, branding, logos, and images remain the property of Sparkleen Cleaners unless otherwise stated.

## 8. Privacy

Your use of our website and services is also governed by our Privacy Policy.

## 9. Changes to Terms

Sparkleen Cleaners reserves the right to update or modify these Terms and Conditions at any time without prior notice. Updated terms will be published on this page.

## 10. Contact Information

### Sparkleen Cleaners

Phone: 078 220 2455

Email: [sales@sparkleencleaners.co.za](mailto:sales@sparkleencleaners.co.za)

[Website](#)

Johannesburg, Gauteng, South Africa