

Terms of Service

Last updated: March 15, 2026

1. Introduction

Welcome to **Clean Carpet**. These Terms of Service ("Terms") govern your use of the Clean Carpet website and services operated by **Milovan Djordjevic**, located in the Republic of Serbia.

By accessing our website or using our services, you agree to be bound by these Terms. If you do not agree with these Terms, please do not use our website or services.

2. Services

Clean Carpet provides professional cleaning services, including but not limited to:

- Deep carpet cleaning
- Upholstery cleaning
- Cleaning of furniture and sofas
- Cleaning of itison (wall-to-wall carpets)

All services are provided based on availability and upon agreement with the customer regarding scheduling and pricing.

3. Customer Responsibilities

Customers agree to:

- Provide accurate information when contacting us or requesting services.
- Ensure that items submitted for cleaning do not contain hazardous or illegal materials.
- Provide access to the premises or items that require cleaning at the scheduled time.

Clean Carpet is not responsible for delays caused by inaccurate information or lack of access to the service location.

4. Pricing and Payments

Prices for services are determined based on the type of cleaning service, size of the item or surface, and other relevant factors.

Payment terms will be communicated to the customer prior to service completion. Clean Carpet reserves the right to modify pricing at any time.

5. Complaints and Service Claims

If a customer is not satisfied with the provided service, they may submit a complaint.

Complaints must be reported within a reasonable period after the service has been completed. Clean Carpet will review the complaint and may offer a corrective cleaning service if the claim is justified.

The decision regarding the resolution of the complaint will be made at the sole discretion of Clean Carpet.

6. Limitation of Liability

While Clean Carpet strives to provide high-quality services, we cannot guarantee that all stains or damages can be completely removed.

Clean Carpet shall not be held liable for:

- Pre-existing damage to carpets, furniture, or upholstery
 - Damage caused by material wear, age, or poor condition of items
 - Permanent stains that cannot be removed by standard cleaning procedures
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7. Website Use

Users of the website agree not to:

- Use the website for unlawful purposes
 - Attempt to disrupt or damage the website
 - Attempt to access restricted areas of the website
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8. Data Collection

When contacting us or requesting services, we may collect certain personal information, including:

- Name
- Email address
- Phone number
- Address

We may also use **Google Analytics** to analyze website usage and improve our services.

9. Privacy

Your personal information will only be used for communication regarding our services and improving the user experience on our website. We do not sell or distribute your personal information to third parties unless required by law.

10. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of the **Republic of Serbia**.

Any disputes arising from the use of our services shall fall under the jurisdiction of the competent courts of the Republic of Serbia.

11. Contact Information

If you have any questions regarding these Terms of Service, you may contact us at:

Email: ts.cleancarpet@gmail.com

Owner: **Milovan Djordjevic**

Business location: **Republic of Serbia**