0412 004 459
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01 / WHAT YOUR CLEAN INCLUDES

End of lease / bond cleaning

For vacant move-outs: **7-day bond-back guarantee from completion** (eligibility on page 3). Includes **one standard oven, one rangehood**, deep window tracks, one sliding glass door set (single or double) and 15 minutes of wall spot-cleaning.

All rooms & common areas

- Remove reachable cobwebs from room corners and cornices.
- Dust and wipe clear tables, shelves, ledges, furniture exteriors and suitable hard surfaces.
- Hand-wipe skirting boards and reachable architraves.
- Wipe doors, door frames, handles and light switches.
- Dry-wipe power-point exteriors; dust reachable light-fitting exteriors without dismantling.
- Clean mirrors and suitable glass furniture.
- Vacuum carpets, rugs, staircases, floor edges and accessible corners.
- Vacuum and mop suitable hard floors and hallways.
- Empty small household bins into your on-site waste bin.

Windows, sliding doors & wall spots

- Clean standard reachable interior window glass, frames and sills; **deep-clean accessible window tracks.**
- **One sliding glass door set included:** single or double, inside and outside, including accessible tracks.
- **15 minutes of wall spot-cleaning included:** surface-tested; results depend on paint condition and the marks.
- Additional sliding glass door sets cost extra, single or double. Exterior windows, flyscreens and blinds are extra.

Laundry - if booked

- Remove loose reachable dust and lint from exterior surfaces.
- Clean and dry-buff laundry tub, taps and handles.
- Wipe benches and splashback; clean empty storage inside and outside.
- Wipe washing-machine / dryer exteriors remaining on site.
- Dust reachable exhaust and light-fitting cover exteriors.
- Skirtings, door handles, switches and floors receive the all-room service.

Kitchen & appliances

- **One oven included:** inside and outside, accessible grill, door glass, removable racks and trays.
- Clean cooktop, controls and safely removable trivets / burner caps.
- **One rangehood included:** degrease exterior and washable, safely removable filters.
- Clean benches, splashback and reachable kitchen wall tiles.
- Clean and rinse sink, taps, handles and accessible fittings.
- Clean empty built-in cupboards, pantry and drawers inside and out, including shelves, edges, handles and reachable tops.
- Wipe fridge, microwave, dishwasher and other booked appliance exteriors and handles.
- Wipe accessible dishwasher door seals. Other appliance interiors are paid extras on page 2.

Bathrooms & toilets

- Clean shower glass / screens, frames and accessible shower-door tracks.
- Remove ordinary soap residue and safely removable scale; clean reachable wet-area tiles and surface grout residue.
- Clean bath, basin, taps, handles and shower fittings.
- Clean toilet bowl, seat, lid, base and exterior.
- Clean mirrors, vanity tops, splashbacks and counters.
- Clean empty vanity cupboards / drawers inside and out.
- Wipe towel rails and toilet-roll holders; dust reachable exhaust-cover exteriors.

Bedrooms & built-in storage

- Clean empty built-in wardrobes inside and outside, including shelves, drawers, rails and reachable tops.
- Clean wardrobe mirrors and door frames; vacuum accessible tracks, floors and corners.
- Dust reachable furniture remaining on site within the agreed furnished-property scope.
- Make beds with existing linen only if agreed for a furnished property.

All-room tasks apply in every booked room. Work is limited to safely accessible surfaces. Your Booking Confirmation and agreed written variations define the scope. Extras and payment are on page 2; exclusions are last on page 3.

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Optional extras, preparation & payment

Extras need written confirmation in your quote or bundle. Payment and cancellation terms are below.

Appliances & empty storage

- Additional ovens, rangehoods or separate grills; intensive oven degreasing; BBQs by quote.
- Microwave and dishwasher interiors / filters; empty or stocked fridge as selected; freezer must be empty and defrosted. Washer internal treatment by quote.
- Bond includes empty built-in storage. Extra kitchen / butler's pantry is charged separately for equivalent scope.

Property areas & household help

- Balcony / patio; garage sweep and tidy; decks only if accepted. Extra study, rumpus, room or toilet; approved extra worker-hours.
- Dishes (one sink load; dishwasher loading / starting if agreed), wash-and-fold laundry per load, fresh linen changes using your linen, and light organising.
- Ironing / custom housekeeping only if accepted; small nonhazardous rubbish per bag; larger waste by quote if accepted; off-site key pickup / return.

Windows, doors & reachable fixtures

- Additional agreed interior-glass detail beyond the standard bond scope.
- **Additional sliding glass door sets:** single or double, charged extra. Staircase glass / frames; ground-level outside glass; flyscreens.
- Roller, plantation, Venetian and timber blinds; curtains by quote. Ceiling fans and A/C vent surface cleaning are charged per item.

Carpets, fabrics, walls & specialist detail

- Carpet / rug extraction or steam cleaning, including areas, halls and stairs; stain pre-treatment; sofas / extra seats, mattresses and dining chairs.
- Wall spot-cleaning beyond the included 15 minutes, or full wall washing; grout detail per shower area. After-builders cleaning needs a separate site quote.
- Bin washing, odour work and unlisted requests only if accepted; availability needs confirmation.

BEFORE WE ARRIVE & HOW YOUR SCOPE IS CONFIRMED

Utilities / access: power, hot / cold water, lighting, ventilation; keys / lockbox, alarms, parking, concierge / lifts and building approvals.

Prepare: clear floors, surfaces, belongings and excess rubbish. Secure cash, documents, medicines and fragile items. Keep children, pets and other people clear.

Bond: book after movers, repairs and dusty trades. **Clean and inspect the property empty.** Send the agent checklist and inspection date.

Timed visits: priorities within purchased hours; one worker-hour = one cleaner for one hour. Every task may not fit. Bond-back eligibility and re-clean terms are on page 3.

Interiors / safety: empty booked interiors unless stocked-fridge cleaning is selected; defrost freezers, cool ovens and move obstructions safely. Disclose damage, loose fittings, delicate finishes, manufacturer restrictions, hazards, allergies and product preferences.

Arrival review: We compare the property with your quote. Disclose furnished homes, detached rooms, granny flats, unusual size or heavy soil; photos may be needed. Chargeable changes need recorded approval first; declined changes and resulting limits are recorded.

Payment & cancellation - your booking guide

1. Your $50 booking fee. Once you accept the quote and pay, we send written confirmation. The $50 is credited towards your total, not added on top.

2. Your balance before cleaning. Please pay **100% of the remaining confirmed balance on arrival**. Cleaning can begin only once payment has cleared. Unless agreed, a pending-transfer screenshot does not count as cleared payment.

3. Extras, with your approval. We explain any scope, time or price change first. Extra work begins only after your approval is recorded and the agreed payment is made.

Example only: $400 confirmed total - $50 booking payment = $350 due on arrival, before cleaning.

If you cancel by the day before: we refund your $50 booking fee when we receive cancellation by **11:59 pm (Sydney time) on the calendar day before your service date**, or earlier. **Same-day cancellations:** the $50 booking fee is not refundable, except where required by law. This is a calendar-day deadline.

Please follow your Booking Confirmation / invoice payment instructions. Receipts show the total, $50 credit and balance paid. A disclosed card pre-authorisation is a hold, not payment. Recurring-payment exceptions need written confirmation.

Access or payment difficulties: work may not proceed if access or payment is unavailable. Disclosed attendance charges must reflect reasonable unrecoverable loss and comply with the law. If we cannot provide the service through our fault, unperformed work is refunded or credited.

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Service conditions & exclusions

7-day bond-back guarantee & re-clean support

7-day bond-back guarantee: Report missed agreed cleaning work within **7 calendar days after completion**. Eligible in-scope defects are re-cleaned free. **72-hour response:** We respond within **72 hours of receiving your re-clean request**. Re-cleaning is arranged afterwards at an agreed time within a reasonable period, subject to access and availability. **72 hours covers our response, not re-clean completion. Eligibility:** Keep the property empty for cleaning, agent / landlord inspection and re-cleaning. Furnished / partly furnished properties have no bond-back guarantee or voluntary re-clean, even if furniture is removed later. Send details and report / photos where reasonably available. Allow access and let us inspect and remedy first, unless urgent or the law permits otherwise. The guarantee covers agreed cleaning defects only. Bond release also depends on rent, damage, wear, repairs and pests; it does not promise full bond release or a full-price refund.

Consumer rights and non-excludable remedies remain available outside these voluntary limits and reporting windows. Read with your Booking Confirmation / accepted written variations. The calendar-day cancellation policy on page 2 applies to this checklist.

Full conditions: silverbrushcleaning.com.au/terms-and-conditions

Your service: scope, care & expected results

01 Carpet cleaning: what to expect

Carpet cleaning, including steam cleaning and stain pre-treatment, **cannot guarantee removal of permanent stains, pet odours or pet hair**. Some staining / contamination may remain. Please allow drying time and follow the after-care instructions.

02 Shower glass: cleaning results

We clean shower-screen glass and use a squeegee as thoroughly as safely possible. **Removal of mineral deposits or permanent hard-water stains from shower-screen glass cannot be guaranteed.** Some staining or etching may be permanent.

03 Interiors, belongings & booked extras

Emptying or rearranging occupied cupboards, drawers or wardrobes is outside our service. Occupied appliance interiors are also not emptied; the only exception is a specifically booked stocked-fridge service. Extras on page 2 are excluded until confirmed in writing.

04 Furniture, appliances & clear access

We leave heavy, bulky, unstable or fixed furniture / appliances in place and don't clean under / behind areas they block or disconnect them for access. Please arrange safe movement before arrival; ordinary vacuuming doesn't include moving the bed, fridge or washing machine.

05 Safe access & delicate fixtures

We work within safe access using approved equipment, without climbing furniture or leaning from windows. These packages don't include chandeliers, light bulbs, ceiling washing, roof spaces, gutters, chimneys, fireplaces or high exterior facades. High picture rails / ledges beyond safe reach are excluded.

06 Specialist care: hazards, mould & pests

We don't handle blood, faeces / bodily fluids, sharps, sewage, drug residue, asbestos, lead, hazardous chemicals, infestations or hoarding remediation. Major / structural mould and its source need specialist assessment. Please arrange flea / pest treatment separately with a suitable provider. Unsafe work may be declined or stopped.

07 Fixtures, appliances & electrical safety

For safety, we don't open sealed oven-door glass, remove oven fans, dismantle fixtures / machinery or reconnect gas or electrical appliances. Internal A/C ducts and inaccessible mechanisms are outside this service. Electrical parts are not wet-cleaned; removable components are cleaned only when safe and manufacturer-permitted.

08 Permanent marks & surface wear

Other permanent marks, toilet-bowl rings, deeply set hard-water stains, rust, corrosion, mineral etching, mould discolouration, fading and worn coatings may remain. Specialist stain treatment and pet odour work aren't automatically included.

09 Grout, silicone & restoration work

Grout restoration goes beyond ordinary tile cleaning. Grout detail is a paid extra, while machine restoration, regrouting, silicone replacement, resealing, resurfacing, repainting and repairs to chips / scratches need separate specialist work. Ordinary cleaning cannot restore etched shower glass or stained silicone.

10 Household tasks & additional help

Putting away kitchen items, dishwashing, laundry, ironing, fresh-sheet changes, extensive organising, bin washing and rubbish removal are included only when expressly booked as extras. Emptying small household bins does not include washing / disinfecting the bin or removing bulky waste.

11 Adhesives, building residue & surface care

Stickers, adhesive hooks, child-safety fittings, paint, cement, grout haze and silicone residue aren't routinely removed. Builders dust / waste needs a separate quote. Wall spots need a discreet surface test; coverage varies. We stop if further cleaning may damage the surface or its finish.

12 Agreed scope, results & later dirt

Your bond clean covers agreed cleaning defects only. Re-clean support excludes unbooked items, permanent damage, unsafe / inaccessible areas, declined variations, preference alone and later dirt from weather, pets, occupants, movers or trades. Please allow carpet / fabric drying and follow after-care.

Respectful communication. We appreciate a courteous, safe environment for everyone. If abusive, discriminatory, threatening or inappropriate behaviour occurs, our team may pause or end the service and leave the property.