0412 004 459
support@silverbrushcleaning.com.au
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01 / WHAT YOUR CLEAN INCLUDES

Regular & general cleaning

Routine maintenance for an already reasonably clean home: weekly, fortnightly, monthly or one-off. Applies to the booked rooms and one standard kitchen.

All rooms & common areas

- Dust reachable, clear furniture, shelves, ledges and surfaces.
- Wipe tables and suitable hard surfaces; clean mirrors and spot-wipe glass furniture.
- Wipe door handles and light switches.
- Lightly dust reachable skirting boards and remove loose cobwebs.
- Vacuum carpets, rugs, hallways, stairs and accessible floor areas.
- Vacuum and mop suitable hard floors.
- Empty small household bins and fit customer-supplied replacement liners.
- Leave cleared work areas tidy; keep personal items in place.

Bedrooms & living areas

- Dust bedside tables, bed frames, open shelves and wardrobe exteriors.
- Dry-dust suitable electronics exteriors without unplugging or disconnecting them.
- Make beds with existing linen on request at booking.
- Vacuum reachable areas around beds and furniture without moving heavy items.

Laundry - if booked

- Remove loose reachable dust and lint from exterior surfaces.
- Clean laundry tub, taps, handles and splashback.
- Wipe benches, shelves, cupboard / drawer fronts and washer / dryer exteriors.
- Dust reachable exhaust-cover exteriors where included.
- Skirtings, handles, switches and floors receive the all-room service.

Kitchen & dining

- Wipe clear benchtops, splashbacks and suitable kitchen surfaces.
- Clean stovetop surface and control-panel exterior.
- Clean sink, taps, handles and accessible fittings.
- Wipe cupboard / drawer fronts and handles.
- Wipe fridge, oven, microwave and dishwasher exteriors.
- Wipe suitable, reachable small-appliance exteriors.
- Wipe dining table and accessible hard chair surfaces.
- Empty the small kitchen bin and fit your replacement liner.

Bathrooms & toilets

- Clean toilet bowl, seat, lid and exterior.
- Clean basin, bath and accessible shower surfaces.
- Remove light, recent soap residue from shower glass and tiles.
- Wipe taps, handles and accessible shower fittings.
- Clean mirrors, vanity tops, splashbacks and counters.
- Wipe cupboard / drawer fronts, towel rails and toilet-roll holders.
- Empty the small bathroom bin; clean switches / handles and vacuum / mop suitable floors.

Window ledges & final review

- Lightly dust reachable window ledges; mirror / glass-furniture care follows the all-room service.
- Window glass, sliding doors and detailed tracks are paid extras.
- Review agreed priorities, note build-up needing a deep clean and follow lock-up / key instructions.

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

- Oven interiors, extra ovens / grills and 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.
- Empty cupboard, pantry, drawer and wardrobe interiors; extra kitchen / butler's pantry, charged equally for equivalent scope.
- Rangehood degreasing / filters.

Windows, doors & reachable fixtures

- Internal window-glass detail and deep window-track cleaning.
- Single / double sliding glass doors; 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.

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.

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 or full wall wash; 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.

Priorities: tell us your priority rooms and tasks before a time-based visit.

Timed visits: priorities within purchased hours; one worker-hour = one cleaner for one hour. Every task may not fit. Bond re-clean only if expressly confirmed.

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

Re-clean requests & our 72-hour response

Report missed agreed work promptly, with details and any reasonably available photos / inspection report. **We respond to re-clean requests within 72 hours.** Eligible in-scope items are re-cleaned free afterwards, at an agreed time within a reasonable period, subject to access and availability. **The 72-hour timeframe is for our response, not completion of the re-clean.** Let us inspect and remedy before another provider, unless urgent or the law permits otherwise.

Consumer rights and non-excludable remedies remain available outside this voluntary re-clean policy. Your Booking Confirmation / accepted written variations and the calendar-day cancellation policy on page 2 apply.

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

A general / deep clean doesn't automatically include a bond or builders clean. Heavy grease, significant scale, neglected rooms and detailed skirtings / frames need an agreed deep-clean scope. Re-clean support excludes unbooked items, permanent damage, unsafe / inaccessible areas, declined variations, preference alone and later dirt from weather, pets, occupants 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.