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Home Clean Home: Terms of Service

The name that will appear on your statement is Nicholas Lowery T/A Home Clean Home.

Delivery Policy

- There are no additional online payment costs charged to the customer.
- The service will be completed within one week of the time of booking, unless otherwise stated by the customer.
- Once a service is booked online Home Clean Home will make contact with the customer within 24 hours to confirm a service date and time.
- For recurring services, customers will be sent an invoice on the day of the service, to be paid within the following week.
- Home Clean Home services are only available in the Auckland region, New Zealand.
- Services hours are 7 days a week, 8am-6pm.
- Customers are able to cancel or reschedule their bookings at any time free of penalty.

Refund Policy

Refunds are to be given in the following circumstances:

- If a service is booked but Home Clean Home team does not show at the set appointment time (within a 1 hour window), and does not contact the customer to inform and reschedule.
- If the customer has made a booking and then wishes to cancel the service before the service has begun.
- If the service does not meet the standards of the customer, there will not be a refund, however Home Clean Home will return to complete the service to the customer's standard free of charge.