

	JOB SHEET	Form P1				
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IMPORTANT!

Fabric material information is so crucial to us. As manufacturer now days rarely put fabrication label on their product, customer must provide to us this information. Kindly get the material information from your supplier or manufacturer to avoid damage due to unsuitable detergent or method of works. **We will not be responsible for any damage due to lack of information of the material.** This clause also applicable on other item such leather and hard flooring.

BAHAGIAN JURUTEKNIK / TECHNICIAN'S AREA

Bahagian ini wajib di isi sebelum memulakan kerja cucian bagi melindungi kedua-dua belah pihak. /
This part is mandatory to be filled by technician before commencing the job to protect both parties.

Sila ambil gambar, catat pada ruangan di bawah dan maklumkan kepada pelanggan sekiranya barangan yang akan dicuci/pulihara telah mengalami kerosakan seperti koyak, meretas, calar, ada tompokan kekal, ada kesan terbakar atau mempunyai lain-lain kesan yang dirasakan janggal.

Please take photo, write down in the box below and inform the customer if the article to be clean/restore is broken such tear, hatch stitch, scratch, permanent spot, burned mark or have any unusual sign.

Article	Pre-exist Condition <i>Tear? Fade? Permanent stain? Damage?</i>	Material <i>(Ex: viscose, cotton, terrazzo, marble)</i>	Other Remarks / Note
Sofa/Car Cushion			
Carpet			
Mattress			
Others			

Saya telah menjalankan pemeriksaan ke atas barangan yang ingin dibersihkan sebelum menjalankan kerja-kerja pencucian.

I have conducted an examination of the items to be cleaned prior to commencing the related tasks.

Technician's Name	
Technician's Signature	
Date:	

CUSTOMER'S ACKNOWLEDGEMENT

I (customer / customer's representative) hereby have been explained, well noted, understand and accepted with all the information regarding this work procedures, disclaimers, guarantees and claim. I authorized them to start the (cleaning / restoration) works on my belonging:

Name	
Signature	
Date:	

SERVICE SCORE

Could you provide us some score on how likely are you to recommend us to your friend and relatives?

									
1	2	3	4	5	6	7	8	9	10



JOB SHEET

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SERVICE SESSION

1. All bookings are subject to RM150.00 minimum call out charge.
2. CleanHero requires a deposit to confirm your booking. We cannot guarantee your appointment until your payment has been received.
3. CleanHero reserves the right to amend the initial quotation should the client's original requirements change.
4. Extra mileage (above 25km) charges will be added to the client's invoice unless a different agreement was made.
5. If no elevator is available at the customers' location, an additional charge of RM40.00 per team will apply for units located on the 3rd to the 6th floor only. For units located beyond the 6th floor with no elevator access, we are unable to perform our services.
6. CleanHero reserves the right not to continue with the job if, on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment.
7. CleanHero also will not continue with the job if for example water or power is not available or if there is interference in the work from the client or any other person, including if site is not prepared for the session due to obstacles, obstructions such as unmoved furnitures or items, unless priorly requested by client for lifting services, by which will incur additional charge.
8. Unprepared site conditions and recontamination of cleaned areas due to external factors or other parties can cause delays and result in additional costs for the client.
9. Additional charges may apply if CleanHero continues with any job that requires lifting (e.g. lift sofa, mattress, etc) with **minimum** charge of RM50/manpower of the related team on site.
10. An extra treatment charge of RM50/spot will be charged for stains caused by urine, feces, blood, mold, and vomit.

PAYMENTS

1. By default, payment is due on completion on the day of the service session if no other payment terms are agreed prior to booking, unless stated differently in the quotation submitted. In this case, official quotation supersedes information on payment terms.
2. Payment can be made in cards, cash and through online transfer upon completion of the service.
3. Payment can be made by cheque payable to Cleanhero (M) Sdn Bhd upon completion of the service. If paying by cheque, the client will be responsible for all bank and legal charges resulting from a dishonored cheque.
4. The client understands that any late payments may be subject to additional charges. The client agrees as part of this contract to pay any sum which represents costs in collecting the unpaid amounts.
5. All payments must be made in Ringgit Malaysia.

COMPLAINTS AND CLAIMS

1. The client accepts and understands that poor service must be justified and reported within 24 hours from the service date, or during warranty period. Failure to do so will entitle the customer to no refunds or recovery session.
2. CleanHero requires the presence of the client or his/her representative in the beginning and at the end of the service session so an inspection can be carried out. If the client is not completely satisfied with the services during the end inspection, or justified and reported within 24 hours from the service date, or during warranty period, CleanHero will re-service any areas and item/s subject to personnel and schedule availability.
3. CleanHero may take up to 5 working days to respond to a complaint.
4. CleanHero will not accept a complaint filed more than 24 hours after the session or after warranty period.
5. Complaints can be made at <https://cleanhero.com.my/support/>.
6. All fragile, sensitive and highly breakable items must be secured or removed. CleanHero will not be held liable if any losses are reported during our visit.

7. CleanHero does not do restoration work to the material, therefore restoration of colors is NOT GUARANTEED. The client should appreciate that carpets or upholstery often will not have a consistent appearance after cleaning because of differences in wear and tear. Sunlight will sometimes cause fading in areas of the carpet and cleaning cannot rectify this. Stains are not always visible before dirt is removed and it may not be possible to remove those stains completely. CleanHero operators will use its best efforts to provide a good result but the clients are asked to be aware of these limitations which are common to all cleaning operations. Cleaning results may vary from one client to the other depending on the aforementioned influencing factors.
8. CleanHero reserves the right not to be responsible for:
 - a. delayed service visit due to traffic congestion;
 - b. postponed service due to broken equipment;
 - c. an incomplete job due to lack of water or power and suitable cleaning materials and/or equipment in full working order;
 - d. a third party entering or present at the client's premises and is obstructing the service process.

CLIENT SATISFACTION

1. The client understands that he/she is not entitled to any refunds.
2. If the client is not satisfied with the service provided and a complaint has been placed in the stated 24 hours after the job has been completed, CleanHero reserves the right to re-service any parts and items to the client's satisfaction. Therefore the client must allow the and he/she should be at present at all times during the re-service visit.
3. Subject to cleaning sessions, CleanHero reserves the right not to perform more than one wash.

CANCELLATION

1. The Customer reserves the right to cancel the scheduled service work **within 24 hours** prior to the agreed service time.
2. The customer agrees that cancellation within 72 hours allows the deposit to be 100% refundable.
3. The customer agrees to cancel the deposit if he cancels or changes the date/time within 24 hours of the scheduled time.
4. The customer agrees to withdraw the deposit in the event of a CleanHero technician being prohibited from entering the premises due to; no person on the premises to permit the operator to perform the task; there is no water or power in the customer's premises (scheduled interruption) or there is a problem with the customer key. If there is a locked door, the door should be opened without any hard and forceful action or skill.
5. The customer agrees that CleanHero reserves the right not to perform the service session if the customer does not appear within 30 minutes of the agreed time. This is in respect to the possibility of impacting other client booked sessions which are pre-scheduled earlier. Rescheduling another session is subject to new booking process (with new deposit)