



## Refund and Cancellation Policy

### 1. Definitions and Interpretation

- Booked Services
    - Cleaning services that Customer has requested
  - Booking Request
    - Reservation made by a Customer on the Website or via Whatsapp for the Booked Service which are to be carried out at the Booked Service Location according to the Scheduled Booking Time
  - Scheduled Booking Time
    - Time and date that Booked Services are to be undertaken by the Cleaning Service Provider in accordance with the Booking Request
  - Booked Service Location
    - Address where the Booked Services are to be carried out as identified in the Booking Request
  - Cleaning Service Provider
    - Individual that will be providing the Booked Services
  - Customer
    - Individual that has made the Booking Request
- 

### 2. Cancellation and Amendment by The Customer

- 2.1 The Customer shall be permitted to cancel, reschedule or amend a Booking Request by contacting our customer service at 016-5758035 (Whatsapp only), **free of charge**, up to 24-hour period before the Scheduled Booking Time.
- 2.2 If the Customer cancel, reschedule or amend a Booking Request within 24-hour period before the Scheduled Booking Time, the Customer agrees that the payment made will be **forfeited** and **separate booking** is needed if the Customer wishes to reschedule or amend the Booking Request.
- 2.3 If the Customer is a Covid-19 confirmed case or declared to be close contact to Covid-19 patient, the Customer will need to do self quarantine and Booking Request could not be proceeded, the Customer may ask for a refund or rescheduled the Booking Request at free of charge provided that the Customer informed us within 12-hour period after Home Surveillance Order appeared on MySejahtera applications inclusive of submission of relevant supporting documents as proof. Fail to do so will cause payment made to be forfeited.
- 2.4 The Customer agrees that the reschedule or amendment is subjected to availability.
- 2.5 If the Customer or his/her representative is not present at the Booked Service Location within 30 minutes of the Scheduled Booking Time, the Booking Request are considered to be cancelled and the payment made will be forfeited.

2.6 All eligible refund amount will be refunded directly to customer bank account within 24-hour.

### **3. Cancellation of Booked Services by the Cleaning Service Provider**

3.1 In the event of the Cleaning Service Provider unable to attend to any Booking Request at the Scheduled Booking Time, the Customer may choose to change the Scheduled Booking Time or request for a refund within 24-hour period after the Scheduled Booking Time by contacting our customer service at 016-5758035 (Whatsapp only).

***-CleanExpert-***

---

Version 2.0

Updated On: 04/December/2023