

Online Scheduling Terms and Conditions

Coconut Cleaning Co.

By scheduling your cleaning service online, clicking "Submit", and paying a deposit, you agree to the following terms and conditions:

1. Deposit and Payment

- At the time of online booking, you are required to pay a deposit to secure your service request. This deposit will be applied toward your final invoice.
 - If you cancel your service within 24 hours of the scheduled time, the deposit is nonrefundable.
 - A sales representative will contact you to confirm your booking, clarify the services required, discuss any special requests, answer questions, and provide the final price. This final price will take into account your promotional or coupon code.
 - The final balance and accepted payment methods will be discussed during this confirmation call.
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2. Scheduling and Availability

- The online booking system is designed to streamline the scheduling process by allowing you to select your preferred time slot and cleaning category.
 - Please note that selecting a time slot during online booking does not guarantee availability. However, your request will be prioritized for the chosen time slot and cleaning category.
 - Final confirmation of your appointment, including the exact time and service details, will be provided by a sales representative during the confirmation call.
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3. Rescheduling and Cancellation

- Customers may reschedule their service within 24 hours of the scheduled time by contacting our customer service team.
 - Cancellations within 24 hours of the scheduled service will result in the loss of the deposit paid at the time of booking.
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4. Scope of Services

- Details about services, including any limitations or exclusions, will be clarified during the confirmation call.
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5. Customer Responsibilities

- Customers are not required to be present during the service, but any preferences should be communicated during the confirmation call.
 - If applicable, securing pets during the cleaning is advised but will be discussed with the sales representative.
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6. Coconut Club Subscription

- Coconut Cleaning offers a subscription service, the Coconut Club, which provides members with 50% off all cleaning services. Details about joining and benefits can be discussed during the confirmation call.
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7. General Terms

- Coconut Cleaning Company reserves the right to modify or update these terms at any time without prior notice.
- For questions or concerns, please contact our customer service team directly (service@coconutcleaningco.com).

These Terms and Conditions were last updated on 2024/11/20 12:26:03.