TERMS AND CONDITIONS

Elite Cleaners SA (Pty) Ltd
Registration Number: 2026/653092/07
Effective date: 25 October 2026
Website: www.elitecleaners.co.za | Email: info@elitecleaners.co.za
Telephone / WhatsApp: 076 977 2924

1. Introduction and Acceptance

These Terms and Conditions govern the website and cleaning, laundry and related services provided by Elite Cleaners SA (Pty) Ltd ("Elite Cleaners", "we", "us" or "our"). By submitting a booking, accepting a quotation or using our services, the client ("Client") acknowledges these terms. They become binding in relation to a service when a booking or quotation is accepted and confirmed, subject to applicable law. Nothing in these terms removes rights protected by South African law.

2. Services Offered

Subject to availability, we provide Elite Home Clean (including laundry and ironing as specified in the chosen package), Elite Quick Clean (routine residential cleaning without those extras), on-site Elite Laundry, Moving In and Out Cleaning (including agreed post-construction cleaning), custom-quoted Commercial Cleaning and specialist Deep Cleaning where available. The scope is limited to the website package description or accepted quotation. Extra work requires the Client's approval of any additional charge before it is undertaken. We may decline work outside our capabilities or safe operating conditions.

3. Bookings and Confirmations

Clients may request services via the website, WhatsApp or email and must give correct contact details, address, service selection, preferred date and relevant access instructions. A request does not guarantee availability. A booking is confirmed once Elite Cleaners has verified payment and expressly confirmed the appointment. Dates remain subject to capacity. The Client must notify us of security, parking, pet or other access arrangements and agree any material booking changes with us.

4. Pricing and Payment

Standard service prices appear on our website and are generally package-based, not hourly, unless otherwise agreed. Larger or specialist assignments may require a written quotation. Charges are in South African Rand, with applicable taxes and compulsory charges disclosed before checkout. Unless agreed otherwise, payment in full is required before a standard booking is confirmed. Use only banking details displayed on the website or given through verified company channels. We may request proof of payment. Additional costs require prior approval; new prices do not change an already confirmed booking without agreement. We are not responsible for a payment made to a fraudulent account unless Elite Cleaners' conduct legally gives rise to responsibility.

5. Client Responsibilities

The Client supplies ALL cleaning products, consumables and equipment needed for the booked service. These may include suitable detergents, cloths, sponges, brushes, mop, bucket, broom, vacuum cleaner and, for laundry services, detergent, a functioning washing machine, drying facilities, iron and ironing board. Products and equipment must be safe and fit for their intended use. If essentials are missing, we will discuss a reasonable alternative, adjusted scope or rescheduling, consistent with applicable law. The Client must arrange timely property access, adequate water, electricity and lighting, identify fragile or specialist items and disclose care instructions. Cash, jewellery, documents and other valuables should be secured. The premises must be reasonably safe; known hazards and animals requiring supervision must be disclosed.

6. Service Delivery and Limitations

Elite Cleaners will provide services with reasonable care, skill and diligence. Results depend on the initial property condition, supplied equipment and products, surfaces and agreed scope. Permanent stains, rust, mould, paint, corrosion, odours, wear and pre-existing defects may not be removable through standard cleaning. Unless explicitly agreed, services exclude pest control, hazardous or medical waste, asbestos, major rubble removal, industrial work, unsafe work at heights and property repairs. Cleaners need not move exceptionally heavy furniture or undertake unsafe tasks. If substantial additional work is discovered, we will seek approval before changing the scope or price.

7. Laundry Services

Elite Laundry is performed at the Client’s premises and may include washing, drying, ironing, folding and hanging as described in the selected package. Advertised weight limits apply, and excess laundry requires advance approval and may cost extra. Clients must identify hand-wash-only, dry-clean-only, delicate, expensive or colour-bleeding items, disclose care instructions and remove pocket contents. We will take reasonable care, follow disclosed instructions and may decline an item where equipment or methods are unsuitable. We are not responsible for damage caused solely by existing defects, undisclosed care needs or faulty client-supplied equipment where we have acted with reasonable care. Statutory remedies remain available.

8. Cancellations, Rescheduling and Refunds

Please give at least 24 hours’ notice of cancellation or rescheduling. Cancellations at least 24 hours before the appointment will ordinarily be eligible for a full refund or a new appointment. For shorter notice, a reasonable cancellation charge may apply only where legally permitted, taking account of the circumstances, actual reasonable costs and the chance to reallocate the booking; it is not automatically the full booking price. We will explain any fee. If cleaners cannot access the property, we will attempt contact and may reasonably reschedule or cancel, subject to applicable law. If we cannot fulfil a confirmed appointment, we will offer a suitable alternative or appropriate refund. Applicable cooling-off and cancellation rights under the CPA and ECTA always prevail; lawful refunds will be processed within statutory timeframes.

9. Damage, Breakages and Property Loss

Our staff must treat all property carefully. Clients should identify vulnerable or fragile items. Report any suspected damage, breakage or loss as soon as reasonably possible, with photos or other

supporting evidence where available. We will investigate fairly and may ask to inspect the item. Where Elite Cleaners is legally responsible, remedies may include repair, replacement, compensation or another legally required remedy. We are not responsible for demonstrably pre-existing defects or losses caused solely by unrelated events. Nothing excludes liability which cannot legally be excluded, including liability for gross negligence where applicable.

10. Theft, Missing Items and Security

Allegations of theft or dishonesty are taken seriously. Personnel are selected, vetted and trained according to company procedures. Clients should promptly report suspected missing items and share available details. We will assess credible reports fairly and cooperate with law enforcement where appropriate. A reported loss alone does not establish who caused it. Where responsibility is established, we will address the matter in line with law.

11. Health and Safety

The Client must disclose known hazards, including exposed wiring, broken glass, dangerous substances, unsafe structures or aggressive animals. Our personnel may stop or decline unsafe work. We will discuss corrective measures or alternative arrangements where possible. Related charges and refunds will be assessed fairly under applicable law.

12. Service Quality and the Elite Guarantee

We aim to provide professional, thorough and reliable cleaning. If dissatisfied, contact us promptly with booking details, affected areas and, if available, photographs. We will assess the issue and respond within a reasonable time. Where service falls below the legally required standard, the Client may be entitled to rectification or a reasonable portion of the price refunded under section 54 of the Consumer Protection Act. Corrective visits will be arranged for a mutually reasonable time. The guarantee does not promise results that are impossible or outside the agreed scope and never reduces statutory rights.

13. Conduct and Professional Boundaries

Our personnel and Clients must treat one another with respect. Harassment, threats, discrimination and abuse are unacceptable and may justify suspending work where safety is at risk. Service changes and complaints should use the official company channels. Private engagements between a Client and an individual cleaner do not become Elite Cleaners services without express company approval. Nothing here restricts legally protected employment or other rights.

14. Commercial and Custom-Quoted Services

Commercial, specialist, post-construction and moving cleans are assessed and quoted individually using the size, condition, scope, staffing, access and frequency. Clients must supply accurate information. A quotation binds the parties once accepted and confirmed, subject to its conditions. Changes to scope and price require agreement. Commercial engagements may have a separate written service agreement which prevails on conflicting matters to the extent permitted by law.

15. Delays and Events Beyond Reasonable Control

We will make reasonable efforts to arrive and complete work at agreed times. Weather, road closures, outages, emergencies and other circumstances beyond reasonable control may cause delays. Where feasible we will notify affected Clients and propose alternatives. Each party must take reasonable steps to reduce the impact. No term removes statutory consumer remedies.

16. Personal Information and Privacy

Elite Cleaners processes names, contact and service addresses, bookings, preferences, payment references and communications to administer services, verify payments, support clients and meet legal duties. Processing will comply with the Protection of Personal Information Act (POPIA). Information is restricted to authorised persons, protected with reasonable safeguards, shared with service providers only as lawfully necessary and retained only as required for legitimate or statutory purposes. Requests about access or correction may be emailed to info@elitecleaners.co.za. A separate Privacy Policy should provide further details.

17. Website Use and Intellectual Property

Website copy, branding, designs and other original material belong to Elite Cleaners or their rightful owners and may not be commercially reproduced without permission except where law allows. Users must not interfere with the site, seek unauthorised access or submit fraudulent bookings. Genuine errors may be corrected subject to consumer law. External links are not necessarily endorsements.

18. Limitation of Liability

Elite Cleaners must exercise reasonable care and skill. To the extent lawful, we are not liable for losses caused solely by events beyond reasonable control, existing defects or inaccurate Client information. We do not guarantee outcomes beyond the agreed scope. No clause excludes or limits liability for gross negligence or any liability which the law prohibits us from excluding. Consumer rights under the CPA and other legislation remain intact.

19. Complaints and Dispute Resolution

Send complaints to info@elitecleaners.co.za or WhatsApp 076 977 2924, including the Client’s name, booking details, service date and description. We will investigate and respond within a reasonable period. If unresolved, either party may pursue applicable consumer-protection procedures, alternative dispute resolution or a competent court. Statutory rights to approach regulators or courts are preserved.

20. Changes to Terms

We may update these terms for operational or legal reasons and publish the current version with its effective date. Changes generally apply prospectively and do not unilaterally change an existing confirmed booking. Any material change to an existing arrangement will require agreement where required by law.

21. Governing Law

South African law governs these terms. Disputes may be heard by a competent South African court or other body with lawful jurisdiction, without restricting consumer rights or remedies.

22. Company and Contact Information

Legal Entity: Elite Cleaners SA (Pty) Ltd

Registration Number: 2026/653092/07

Email: info@elitecleaners.co.za

Website: www.elitecleaners.co.za

Telephone / WhatsApp: 076 977 2924

Business hours: Monday to Sunday, 08:00–18:00