

Welcome to Shine Bright Smell Clean. These Terms and conditions outline the rules and regulations for the use of our website and services. By accessing this website and using our services, you accept these terms and conditions in full. If you disagree with any part of these terms and conditions, please do not use our website or services.

I. Definitions

- "Website" refers to Shine Bright Smell Clean's website.
- "Services" refers to the cleaning services offered by Shine Bright Smell Clean.
- "Client" refers to the person or entity using our services.

2. Use of Our Website

- By accessing our website, you warrant and represent that you are at least 18 years of age.
- You agree to use our website only for lawful purposes and in a way that does not infringe the rights of, restrict, or inhibit anyone else's use and enjoyment of the website.

3. Booking and Payment

- All bookings for our services must be made through our website or by contacting our customer service team.
- Payments for services must be made at the time of booking unless otherwise agreed upon.
- We accept various payment methods including credit/debit cards and online payment gateways.

4. Cancellation and Rescheduling

- Cancellations must be made at least 24 hours before the scheduled service time. Cancellations made less than 24 hours in advance may be subject to a cancellation fee.
- Clients can reschedule their appointments without penalty if the request is made at least 24 hours before the scheduled service time.

5. Refund Policy

- If you are not satisfied with our service, please contact us within 24 hours of the service completion. We will address your concerns and, if necessary, provide a refund or re-service.

6. Client Responsibilities

- Clients must provide a safe and accessible working environment for our staff.
- Clients are responsible for securing valuables and fragile items before the service.
- Clients must inform our staff of any special instructions or specific areas that require extra attention.

7. Our Responsibilities

- We will provide our services with reasonable skill and care.
- We will use eco-friendly and pet-friendly products as per our commitment.
- We will ensure that our staff are properly trained and equipped to perform the services.

8. Limitation of Liability

- Shine Bright Smell Clean is not liable for any indirect, incidental, or consequential damages arising from the use of our services.
- Our liability for any claim arising out of the provision of our services is limited to the amount paid by the client for those services.

9. Privacy Policy

- We are committed to protecting your privacy. Our Privacy Policy, which explains how we collect, use, and protect your personal information, is incorporated into these terms and conditions.

10. Changes to Terms and Conditions

- We may revise these terms and conditions from time to time. The revised terms and conditions will apply from the date of publication on our website. Please check this page regularly to ensure you are familiar with the current version.

11. Contact Information

If you have any questions about these terms and conditions, please contact us at:

- Email: info@shinebrightsmellclean.com
- Phone: (610) 605-1089