



YOUR PLACE

TERMS AND CONDITIONS



YOUR PLACE

Subscription Terms

1. All YOUR PLACE customers may terminate their subscription within 14 days of signing an agreement with YOUR PLACE. According to the law (2005: 59) on distance contracts and agreements outside of business premises.
2. YOUR PLACE will always ensure that a customer is notified seven days before the end of their subscription term.
3. YOUR PLACE will never automatically renew a subscription without the customer's consent.

Re-booking

1. If the customer notifies YOUR PLACE at least one business day in advance, the un-used service will be credited to the customer's account and may be used at a later date.
2. If the customer notifies YOUR PLACE less than one business day in advance, then un-used service will be credited to the customer's account. However, the customer may be charged 25% of the service cost. Note this is before deductions.

Cancellation

1. If the customer wishes to cancel a scheduled service clean without re-booking for a later date, then the customer must notify YOUR PLACE of cancellation no less than three business days in advance.
2. If the customer notifies YOUR PLACE less than three business days in advance, then they may be charged 25% of the service cost. Note this is before deductions.

Cancellation of a Subscription

1. If the customer wishes to cancel their subscription after the 14 days termination period, then the customer must notify YOUR PLACE of cancellation no less than seven business days before the next payment period.
2. If the customer notifies YOUR PLACE less than seven business days in advance, then they may be charged the full price of 1 cleaning service cost. Note this is before deductions.

Non-performed or Incorrectly Performed Household Service

1. If we do not perform the scheduled Household Service or agree on another day, the customer will not be charged for the missed service.
2. If the customer finds that we have performed the Household Services in a wrong or inadequate way, then the customer must contact us immediately. If YOUR PLACE agrees with the customer's complaint, then they will be fully refunded for the service and will be given various options to continue with their subscription. All customers must supply photos showing time stamps or allow an inspection of the home within the first 24 hours of their home being cleaned.

We apply current consumer legislation and fix errors and shortcomings in Household Services as soon as possible.

Subscription Prices

1. YOUR PLACE offers three fixed subscription price options. These are as followed- 375 KR, 365 KR, 355 KR
2. We charge no additional fees or service charges to the final bill.
3. Customers will always be notified of price changes. The customer would pay their original agreed price until the renewal of their subscription.

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Force Majeure

- 1.YOUR PLACE has no compensation liability or other liability if YOUR PLACE can show that the error or delay is due to circumstances beyond the company's control and that YOUR PLACE could not reasonably predict when the agreement was reached or when the Household Services were performed and whose consequences YOUR PLACE could not reasonably have avoided or overcome.

Responsibility

- 1.We provide liability insurance covering personal and property damage caused by our personnel.
- 2.The customer must provide all the keys. The companies insurance coverage protects all keys regarding the customer's property.
- 3.In the event a key was to be lost, then YOUR PLACE would take full liability for any costs regarding new locks and keys. The customer will be notified immediately, and YOUR PLACE would seek a solution within the first 24 hours.

Duration and Termination of Agreement

- 1.We have the right, for special reasons, to immediately terminate the agreement or not perform your Household Services. Special reasons may be that: The working environment in your home is substandard or unhealthy for our staff .The cooperation between you and our staff does not work, or you do not pay an invoice despite reminders.
- 2.We offer a maximum duration term of 6 months.

Others

- 1.You do not own the right to transfer your rights and obligations under these terms without the written consent of YOUR PLACE.
- 2.The customer must notify us immediately if the billing address, phone number, port code, or emergency number, or other information we need to perform the Household Services has changed.

Processing of Personal Information

- 1.Processing personal information about you and your home is strictly confidential and is not shared with any third party or advertisers.
- 2.All employees of YOUR PLACE are contractually obliged to keep all information regarding the inside of your home, port codes or any other sensitive information confidential.
- 3.YOUR PLACE would only break this policy if an employee has made us aware of anything discovered in your home that may need police attention.

Employees of YOUR PLACE

- 1.All employees of YOUR PLACE are paid between 131 - 151 KR per hour, depending on experience. Employees are provided with monthly travel cards or reimbursements. Employees are also paid for travel time and never work more than four days or 40 hours per week.
- 2.All employees are insured to clean and enter all homes.
- 3.If an employee raises any concerns in regards to customer behavior, then YOUR PLACE will act as it feels necessary. This may include the termination of a subscription, the replacement of the employee to the customer's home, or a police investigation.

Missed Payments

- 1.YOUR PLACE allows its customers to pay per month or pay the total subscription amount. We always send the first invoice on the day of your very first clean.
- 2.We allow up to 4 weeks for your payment. Invoices are emailed. However, letters can be requested.
- 3.In the event of a missed paid invoice, YOUR PLACE will seek a solution with the customer. All further services with the customer will be canceled until the invoice has been paid. YOUR PLACE will allow seven business days for the customer to contact or pay the invoice. YOUR PLACE may take the matter further if we are unable to communicate or come to a solution within the seven business day period.



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