

## Terms & Conditions

### Single Trial and Package Home Assistant (Maid) Services

1. Single service customers are required to settle full service fee with 2 working days (48 hours) in advance.
2. Package services' customers are required to settle the full service fee with 2 working days (48 hours) in advance before the date of first service.
3. The packages offered by the company are based on 3 or 4 hours as basic servicing unit.
4. Packages are only suitable for registered address. Smart Home reserves the right to deny the entire services request for any non-registered address.
5. If the customers declare any false or untrue information, Smart Home reserves the right to deny all the services provided and an administration fee of HK\$100 will be charged from the customer who had provided the services, the remaining non-used packages will be invalid immediately and there will be no refund.
6. The validity of the service plan is 50 days commencing from the date of first service; customers are required to finish all the services within the validation date, no redemption or refund will be accepted after the validity. In case customers need to extend the validity of the service plan, they are required to pay an administration fee of HK\$100 after the confirmation and endorsement of Smart Home.

### Reschedule of Appointment

7. Customers are required to make appointment before the services:  
Monday to Friday : 2 working days (48 hours) in advance  
Saturday, Sunday or Public Holiday : 3 working days (72 hours) in advance
8. Customers should inform us 2 working days (48 hours) in advance for any cancellation or amendment of the service day and time; If not, customers are required to pay an administration fee of \$100.
9. Smart Home will not make any compensation if customers request to reduce the service hours for whatever reason.
10. If there is any late arrival of Home Assistant of Smart Home, we will follow the original start time of the service as the calculation. If customers are being late, 15-minute allowance will be given.
11. HK\$100 administration fee will be charged if service is cancelled 24 hours within scheduled service. If service is cancelled on the same day service was scheduled OR cancelled without notifying Smart Home, such service will be considered as completed and no compensation will be provided.
12. In case of Typhoon Signal No.8 or Black Rainstorm Signal, all services reserved will be automatically cancelled, customers are required to make the reservation again. If those signals are cancelled before 1pm, all reservations in the afternoon will be as usual.
13. If customers need to change or appointed specific Home Assistant, please specify clearly in the booking.

### Safety Instruction

14. Customers should keep safe of all personal belongings. Customers are required to check all the personal belongings before the Home Assistant leaving the apartment in order not to make any misunderstanding. If customers discover any losses, they should immediately inform the police and Smart Home; Smart Home will provide all necessary information and fully support the investigation of the police.
15. Smart Home can help keeping the keys of the customers; official receipt will be issued as the proof. However, we recommend customers to buy home insurance for safety reason, if we lose the key unfortunately, no compensation will be made.
16. Our Home Assistant reserves the right to deny any danger, unreasonable or non-service area's tasks.

**Smart Home Professional Services Ltd. 智舒適家居服務有限公司**

Room 1305, Tower A, New Mandarin Plaza, 14 Science Museum Road, Tsim Sha Tsui.

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### **Other Terms**

17. There will be additional transportation charges if long travelling distance needed, for example: Tung Chung, Sai Kung, etc or no direct public transportation connecting.
18. Customers are required to provide basic cleaning appliances and materials including vacuum cleaner, mop, bucket, window cleaning tools and cleansers for our staff to complete the cleaning service.
19. If customer keeps pets, it is required to settle all of these to other place first before the commencing of the service in order to prevent any accident.
20. If Smart Home finds that the customers directly employ our Home Assistant, we will cancel all the remaining packages and an administration fee of HK\$200 will be charged by Smart Home. (Kindly reminder: If customers directly employ Home Assistant, they are required to buy the employees' compensation insurance, third party liability insurance, and Mandatory Provident Fund, etc to prevent not to offence the HK labour legislation.)
21. Additional charges will be made in the period of 1 month before the Chinese New Year and 2 weeks after the Chinese New Year. Please contact our office for any enquiries.
22. All the quotations, invoices and receipts will be issued by e-copy or fax, an administration fee of HK\$10 each time will be charged if customers request the quotations, invoices and receipts by post.
23. Smart Home reserves the right to adjust prices in any condition, adjustments will NOT affect packages / services already purchased.
24. Completed service will be charged at original price if customer terminates a package before the package is completely consumed.
25. All online price lists are for reference only, actual service charge will be quoted by Smart Home officially before start of the service.
26. Customers are required to provide bank in slip 2 working days (48 hours) before the service, bank in slip can be send by email, fax or whatsapp together with register mobile phone for reference.
27. If customer cannot provide bank in slip 2 working days (48 hours) in advance, we cannot arrange services according to original schedule. Customers are need to reschedule another service date or refund the service fee.

### **Scope of Home Assistant and Cleaning Services**

- a. Our working tasks include: buying ingredients, preparing dishes, kitchen cleaning, cooking stoves/refrigerator cleaning, washing clothes by washing machine, ironing the clothes, changing bed sheet and pillow cover, wiping the floor (no squatting or using towel), dust removal, dust collection, window cleaning (window need to install Window grilles), bathroom cleaning, etc.
- b. Our Home Assistant will operate the tasks as previous mentioned in the assigned timeslot. They reserve the right to deny the operation of non-working tasks.
- c. Customers are required to prepare the cleaning tools, if they need to buy the related tools from our staff, please contact our company.
- d. Normally, complex/dangerous work, such as cleaning of windows and ceiling lights, takes longer time. Appropriate tools should be provided by customers, inclusive of long-handled sticks and stable ladders. The helpers have the right to reject work when potential hazards are spotted or known.
- e. In order to protect the health and safety of Home Assistant, only washing machine will be used for washing clothes, no squatting and using towel to wipe the floor.
- f. If customers need the materials and ingredients buying service, they are required to provide the shopping list. When the service time is over 30 minutes, time will be deducted from the whole service time.
- g. If there is overtime for more than 15 minutes, we will count as 1 hour additional services and based on HK\$85 per hour as the additional charge.
- h. Home Assistant (Maid) services are based on service hour. Due to the variation of household condition and customers' expectations, Smart Home does not guarantee customer's instructed

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tasks will be completely finished within requested services hours nor to guarantee the cleaning standard align with customers' expectations. If customer is dissatisfied with the Home Assistant (Maid)'s performance, please contact Smart Home to arrange replacement. In any case, Smart Home will NOT provide any refund for all services hours completed.

#### **Scope of Throughout Cleaning Services**

- i. Our working tasks include: dust removal and cleaning, windows cleaning, kitchen cleaning, refrigerator/cooking stoves cleaning, bathroom cleaning.
- j. Our worker will operate the tasks as previous mentioned in the assigned timeslot. They reserve the right to deny the operation of non-working tasks.
- k. Customers are required to prepare the cleaning tools, if they need to buy the related tools from our staff, please contact Smart Home.
- l. Normally, complex/dangerous work, such as cleaning of windows and ceiling lights, takes longer. Appropriate tools should be provided by customers, inclusive of long-handled sticks and stable ladders. The workers have the right to reject work when potential hazards are spotted or known.
- m. The cleaning staff will be assigned by Smart Home, customers are not permitted to assign by their preferences.

#### **Move in / New House Cleaning Service**

- n. After the confirmation of service, customers are required to pay a HK\$500.00 deposit 2 days (48 hours) in advance, and all the deposit cannot be refunded.
- o. Quotations are based on size of the unit, estimated time and number of workers required, Smart Home does NOT guarantee service will be completed within estimation time. Overtime charge will apply if service hour exceeds the scheduled work hours originally quoted. The additional charges from HK\$200 – 500.
- p. Should any engineering or construction work is in progress, the cleaning work may be rejected and no refunds are allowed.
- q. Our working tasks include: all doors and windows in the flat (if safety), steel gate, floor, the tiles of kitchen and washroom, smoke exhausters, exhaust fans, cooking stoves, pedestal toilets, bath curtain, basins, mirror drawer and other furniture cleaning as requested.
- r. If customers request our Home Assistant to clean the furniture (e.g. desks, chairs, wall cabinet), they are required to specify in the booking and there may be additional charges of HK\$100-300, depending on the size of furniture.
- s. At least 2 staff members will be assigned for each task. The number may be increased subject to actual situations, but not customers' requests.
- t. Normally, the whole upholstery cleaning/ empty house cleaning will be approximately finished within 4-5 hours, if additional time is needed to complete the tasks, there may be additional charges of HK\$200-500, depending on the real situation and the standard quoted prices of our company.
- u. This service includes all the necessary cleanser and cleaning tools, for example: vacuum cleaner, mop, wiper, glass scraper. Customers may need to provide additional cleaners if the above list cannot fulfill their needs, however we will not take the responsibility of any unwanted effect. We provide the cleaners (including: Blue Swipe Cleaner, Hydrochloric Acid, Thinner, Turpentine and Cleaning Chloride Liquid) that are commonly used. (Please be aware that Turpentine will only be used under customers' authorization.) Customers should prepare ladders for the cleaning staff.
- v. Only clean the surface of crystal ceiling lights, unless customers remove them themselves.
- w. Range hoods and exhaust fans are not covered in the cleaning tasks unless they are removed by customers.
- x. Only surfaces and filters of air-conditioners will be cleaned.
- y. Cleansers or water, but dry dusting, will not be applied to ceilings and walls (including wallpapers)
- z. Stains of paints & concrete, mould in bathrooms and adhesive papers on windows are not guaranteed to be cleaned completely (please give details when reservation).

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- aa. Another quotation will be offered if the cleaning tasks include village houses or sizes are more than 1,500 feet.
- bb. Falling leatheroid, dumping and waxing are not covered in this Service.

**Air-conditioning Cleaning / Pest Control / VOC Removal Treatment**

- cc. Please contact Smart Home in no more than 30 days after service is performed if follow up is required. Additional site inspection fee will be charged in any case.

**Disclaimer**

- A. During services, if the customers discover and investigate our Home Assistant damages anything in the customer's flat, there is the maximum compensation of HK\$200.
- B. Smart Home may disclose and transfer your information to the related department or organization, in order to provide customer with the latest news, information and service. Customer has the right to refuse to receive any promotional messages.
- C. Smart Home reserves the right of amendment, addition or cancellation of the terms and conditions. In case of disputes, Smart Home reserves the right to make the final decision.
- D. The English version of the terms and conditions is only for reference purpose. If there is any discrepancy between two versions, use the Chinese version as standard.