



General Contract Terms

The purpose of these General Terms and Conditions is to define the conditions under which the Service Provider delivers a professional cleaning service to the Customer.

1. Scope and purpose

These general terms and conditions for the cleaning service ("General Terms") apply to all service contracts made by Prime Cleaning Services ("Service Provider") with private and business customers ("Customer"). Deviations from these General Terms and Conditions can only be agreed upon in writing.

2. Contract Documents

These General Terms apply as such or they supplement the separate service agreement between the Service Provider and the Customer ("Agreement"), of which these General Terms are an essential part. If a separate service agreement has not been drawn up between the parties, the Service Provider's possible offer, the Customer's order and the Service Provider's order confirmation constitute the Agreement.

If there is a conflict between the Agreement and these General Terms and Conditions, the terms of the Agreement shall apply instead of these General Terms and Conditions. Regarding personal customers, the provisions of the Consumer Protection Act are followed, if they conflict with these General Terms and Conditions.

The service provider reserves the right to change these General Terms and Conditions. Changes will be notified to the Customer 30 days before the amended General Terms and Conditions enter into force. If the Customer does not accept the change in terms, he has the right to terminate the contract to end on the effective date of the change, provided that the notice of termination is delivered to the Service Provider in writing or email at least 14 days before the change takes effect.

3. Contract period and termination of the contract

The service contract can be concluded for a one-time individual service, for a fixed period, or indefinitely.

A one-time service contract ends without notice once the service has been completed. The fixed-term contract ends without notice on the end date indicated in the contract. The notice period for the service contract valid for the time being is one (1) calendar month on both sides so that the notice period begins on the last day of the month of notice. Notice of termination must be submitted in writing or by email.

4. Cancelling the service order

The customer has the right to cancel or postpone the service at least seven (7) days before the intended start time of the service without charge. Canceling or rescheduling the service does not change the rhythm of regular

cleaning. If the cancellation is made less than seven (7) days before the intended start time of the service, the Customer will be charged the full-service fee for the service.

Cancellations due to illness are not charged, provided that the Customer presents a medical certificate and the cancellation notification is made before the intended start time of the service.

If the Service Provider is unable to perform the work at the agreed time due to an unforeseen reason, then the Service Provider is obliged to offer the Customer a new time. However, the customer has the right to cancel the visit if the Service Provider's proposed change to the time is not suitable. In this case, the Customer will not be billed for the canceled visit. An unforeseeable reason can be considered to be the Service Provider's employee being prevented from working at the time in question (e.g. due to illness).

According to consumer protection legislation, if the Customer is a natural person, the Customer has the right to terminate the Agreement within 14 days of concluding the Agreement (withdrawal period). The Customer understands that if the Service begins at the Customer's request before the expiration of the cancellation period, the cancellation right cannot be exercised after the Service has been completed. If the Customer wishes to use the said cancellation right, the Customer must send a clear notification of the decision to cancel the Agreement to the Service Provider by email to the address info@primecleaning.fi.

5. Obligations of the service provider

The service provider undertakes to deliver the ordered services within the scope and schedule defined in the Agreement. The work is normally performed on weekdays between 9.00 and 17.00. The service provider is responsible for the quality and reliability of the delivery at a normal level. The service provider has insured its operations with liability insurance.

Unless otherwise agreed, the Service Provider's customer service at info@primecleaning.fi accepts customer feedback and complaints. Only the Service Provider's customer service or another contact person notified by the Service Provider has the right to agree on changes related to the content and implementation of the service contract.

The service provider can use subcontractors to perform the service.

6. Responsibilities and obligations of the customer

The customer is responsible for having provided all the information necessary for the performance of the service in the Agreement. If the Customer suffers damage due to insufficient information, this will not be compensated. The customer must properly perform his own part and with his actions facilitate the proper implementation of the service.

The customer must ensure that the Service Provider's employees have unimpeded access at the agreed times to perform the tasks defined in the Agreement. If the implementation of the service according to the Agreement is delayed due to a reason attributable to the Customer, the Service

Provider will charge compensation for the waiting time in full hours according to the hourly charging price valid at any given time. If the Customer has not given instructions on how to use the alarm system and the Service Provider's employees accidentally trigger the alarm, the Customer is responsible for the consequences of the alarm and the related costs.

The customer must ensure that in the space where the service is provided, there are no dangerous or disruptive pets or other conditions that would cause danger to the Service Provider's employees or otherwise hinder the performance of the service. The service provider has the right to cancel the performance of the service without liability for compensation if he has sufficient reason to believe that the performance of the service would be a

danger to health, safety, or the environment. The customer must report possible infectious diseases and illnesses, as well as strong allergens prevailing in the place where the service is provided, which may be harmful to the Service Provider's employees.

The customer is responsible for ensuring that the Service Providers' employees have access to cold and hot water and working electrical sockets during the performance of the service. Employees of service providers must also have the opportunity to use the Customer's toilet facilities if necessary.

The customer may not agree on changes related to the content or implementation of the service with anyone other than the Service Provider's customer service or another contact person designated by the Service Provider.

The work is done, unless otherwise agreed separately in writing, with the Service Provider's materials and tools. Necessary equipment, tools, and cleaning agents, which must be supplied by the Customer or which are billed separately from the Customer, are detailed in the Agreement. However, the general practice is to use the Customer's vacuum cleaner, unless otherwise agreed.

7. Service fees and other costs

Service fees are collected based on the completed measures in retrospect, with the payment term being 10 days from the date of the invoice.

The invoice will be sent at the end of the month. Delayed payments are charged a monthly 8% late payment interest.

The customer must submit comments on the invoice within five (5) days from the date of the invoice.

8. Changes in service fees

The prices of service fees are reviewed yearly. This check is done automatically.

During the contract period, the service provider is entitled to make changes to the service fees brought about by increases in public fees and taxes, without this being considered a change to the Agreement that entitles it to be terminated. If possible, the Customer will be notified of these service fee changes as soon as the reasons for them have been clarified.

9. Changing the cleaning contract

Changes to the contract are valid only in writing or by email and signed by both parties.

However, the service provider is entitled to unilaterally change the terms of the contract without this being considered a change to the contract entitling to termination when the change is due to a change in the law or official regulations or a substantial change in the operating environment and changing the contract is necessary for the implementation of the service.

The service is also performed on public holidays.

10. Customer's ability to pay

The delivery of the service is dependent on the acceptance of the Customer's financial circumstances by the Service Provider. If the Customer's financial circumstances are unsatisfactory from the Service Provider's point of view, or if the Customer neglects to pay when it is due, the Service Provider may, in addition to other legal remedies, postpone or refuse the delivery of the service or demand a sufficient guarantee or payment in advance against the delivery of the service.

If the Customer is subject to bankruptcy, liquidation, corporate reorganization proceedings, or other serious financial difficulties and is therefore unable to perform its contractual obligations, the Service Provider has the right to suspend its own performance and, in addition, the right to terminate the Agreement in whole or in part by notifying the Customer in writing or an email.

11. Confidentiality

The service provider's employees are bound by confidentiality regarding the Customer's affairs. The obligation of non-disclosure is valid even after the end of the Agreement.

12. Data protection

The customer's personal data is processed in accordance with the laws of each country and the Service Provider's [data protection and cookie policy](#).

The service provider does not hand over customer data to third parties, except for partners whose participation is necessary for the performance of the service. However, the service provider has the right to hand over customer data when required by law, regulation, or order of a competent authority.

13. Claims and notices

If the Customer is dissatisfied with the delivery of the service, it must be reported in writing or by email to the Service Provider's customer service or another contact person designated by the Service Provider no later than 24hrs after the service was performed or the error was detected or when it should have been detected. The customer must provide the necessary information and supporting evidence (for example photos) of damages or service deficiencies.

If the Service Provider finds deficiencies in the service, the Service Provider has the right to correct the deficiencies, if it can be done in a reasonable time and with reasonable resources. If the Service Provider is unable to correct the deficiencies, it can give a corresponding price reduction for the next service. If the Service Provider states that there are no defects in the performance of the service, the

Customer may be charged the costs incurred by the Service Provider due to the baseless error notification.

14. Limitation of liability

The customer can claim compensation for damage caused by a service error. However, the foregoing does not apply if the damage is proven to have been caused by an obstacle that the Service Provider could not influence or which the Service Provider could not reasonably foresee during the validity period of the Agreement or the consequences of which the Service Provider could not reasonably prevent or avoid.

The service provider is not responsible under any circumstances for indirect damage caused to the customer.

The cumulative total responsibility of the Service Provider with regard to this Agreement or the performance of the service, regardless of the basis for compensation, is, in the case of one-time cleaning, no more than the service fee paid by the Customer to the Service Provider for the service multiplied by six (6) and, in the case of long-term service, no more than the amount of the actual invoicing of the twelve (12) months preceding the damage.

15. Force majeure

The service provider is not responsible for the delay or non-performance of the service caused by force majeure. Force majeure refers to an event due to which the Service Provider is unable to fulfill its obligations under the Agreement when the cause of the event is an obstacle beyond the Service Provider's control and which the Service Provider could not have taken into account at the time of entering into the agreement and the consequences of which the Service Provider could not reasonably have avoided or eliminated. Such events are, for example, strikes, rebellions, natural disasters, power outages, or telephone network failures.

16. Termination of the cleaning contract

The Service Provider has the right to terminate the Agreement immediately if the Customer defaults on payments according to the Agreement repeatedly or for more than 30 days, or if the Customer otherwise repeatedly violates the Agreement. In this case, the Customer must compensate the Service Provider for the damages caused by the breach of contract and the unpaid payments according to the Agreement.

The customer has the right to cancel the contract if the Service Provider materially neglects its obligations under the contract or otherwise materially violates the terms of this contract.

However, the contract may not be terminated if the party corrects the situation within fourteen (14) days after receiving written notice.

17. Disputes and their resolution

Disagreements between the parties are primarily resolved through mutual negotiations. If no settlement can be reached in the case, the disagreements will be resolved in the district court.