

# Payments

## Credit notes

If there is any problem, no matter how small please tell us immediately, so that we can speak to the cleaner, allocate you another one or do whatever is required!

If you would like a replacement cleaner, it takes us on average just over 1 working day to allocate you a cleaner, this is because we carefully go through your needs and requests, go through all the cleaners, speak to them about the job to ensure they really want it and so on. Due to the diligent way this is done, please allow up to 5 working days just in case.

If it ever takes us more than 4 working days to allocate you a replacement cleaner, so you have not had a cleaner available for a week. Please do request a credit note to be applied to your account, this credit note is added to the end of your payment period to extend it.

However it is essential that the agency is told immediately if you ever need another cleaner for any reason.

Of course if we have not been told that there was an issue then and you would like to be allocated a replacement cleaner, then sadly we could not have done anything. The credit notes are for if we have been asked for a replacement cleaner and have failed to allocate one within 4 working days, so you have not had a cleaner available for a week.

This is why we encourage you to give us the best feedback possible so that we can give you the best service.

We never have more than 100 clients per office person and we still have to pay your office domestic cleaning agency service account manager and your insurance even if a cleaner is not used. Therefore the credit notes are for if you requested a replacement cleaner and we have failed to allocate you one.

As we have over 600 cleaners, it rarely takes us more than a few days at most to find someone a replacement cleaner.

Credit notes are added to customers' accounts, so your quarterly payment period would be extended and your next payment will not be due until a later date. This is far more cost effective as it does not involve book keeping, business banking charges and other administration costs required in sending the money to a customer's bank account which would cost more than the value of most credit notes.

This saving has been passed onto all our customers due to the agency fee being lower than it would otherwise be, as a result please note that credit notes cannot be exchanged for cash.

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