

RENT A MAID – TERMS AND CONDITIONS OF SERVICE

1. RE-ORDERING - Customers wishing to hire the same cleaner after day one, should place further orders with management and **NOT** with our cleaner, as she/he may already have been assigned to another customer.

2. CANCELLATION - Customers will be required to pay a fee of half the daily tariff if an order for a cleaner is cancelled after 2pm on the day prior to the cleaner being assigned. A cleaner already assigned might not be reachable after this time. The cleaner is reimbursed for transport and time spent. Every effort will be made to contact the cleaner to avoid this charge.

3. PAYMENT TERMS - Customers are required to pay the company and not the cleaner. Since RENT A MAID's sales month runs from the 21st of the current month to the 20th of the following month, regular customers should please ensure that payment for the full month reaches our banking account mid-way by the 7th. Note that the service could be suspended if payment does not reach Rent A Maid by the 7th. Effectively, customers will receive credit from the 21st to the 7th and pay in advance from the 8th to the 20th. Customers' accounts may remain in credit for days on which the service was not supplied and for which they have paid in advance, or a refund can be requested. New customers, once-offs and casual customers are required to **PAY IN FULL IN ADVANCE** for all days up to and including the 20th. A once-off registration fee of R30 is payable by new customers.

4. PAYMENT METHODS - *** BANKING DETAILS *** ABSA Bank, AG Landwehr T/as Rent A Maid, Account No 408 6492 994 Chatterton Road Branch, Branch Code 632 005

Electronic fund transfers or bank deposits with clear references are the preferred methods of payment. To ensure that your statement of account in our books is credited, please remind the teller to capture your **FULL** name and/or customer account number as reference (on the lower right hand side of the deposit slip) as they often neglect to do so. Should we be unable to identify the depositor, we are charged by ABSA for this information. Please email your proof of payment to pmb@rentamaid.co.za.

5. PLACEMENTS - Customers are requested **NOT TO OFFER EMPLOYMENT** to our staff. Since the screening process of every RENT A MAID cleaner is thorough and costly, a placement fee of R6 000 payable within a week of invoice date, will be charged. We do not promote the placement of our RENT A MAID cleaners, but will however discount this fee to R3 500 if our offices are given a month's notice by a customer wishing to employ our cleaner.

Payment of the latter is due two weeks before placement and the customer is required to collect the new employee from our offices on day one. We have a separate placement division with its own placement register and customers are requested to follow this route to save on costs and avoid an unpleasant situation. Should a customer/previous customer purposefully conceal the fact that a RENT A MAID staff member has been, or is being privately employed by that customer in any capacity, whether that employee is still currently employed by RENT A MAID or has resigned, absconded or even been dismissed on a full-time or casual basis, or is being hired from a competitor within a period of 6 months from the last day on which that customer hired that RENT A MAID employee, RENT A MAID will charge the full placement fee of R6 000. Customers are **URGED TO NOTIFY** RENT A MAID of any employment intentions, to avoid an investigation if it is suspected that an undisclosed placement has occurred. RENT A MAID reserves the right to carry out an investigation if it is suspected that a cleaner might be working privately for a customer/previous customer while in RENT A MAID's employ, or if a customer discontinues use of the service and this coincides with that cleaner absconding or resigning shortly thereafter.

6. OUTSTANDING PAYMENTS - In the event that a debt/placement fee is not paid timeously, the customer will be liable for interest thereon at 2% per month from invoice date, as well as all tracing and/or legal costs incurred by RENT A MAID on attorney and own client basis, once the debt is handed over to its attorneys for collection.

7. WORK HOURS

Domestic : Monday - Friday 8.30am - 3.45pm Saturday 8.00am - 3.15pm (30 min lunch break)

Corporate & Body Corps: Monday - Saturday 8.00am - 3.45pm (total of 75 min breaks)

8. SURETY - Should the customer be a sole trader or a close corporation, the owner/sole trader or member of the close corporation hereby binds him/herself in his/her personal capacity as surety for a Co-Principal Debtor in solidum with the customer of all his/her/its obligations under this agreement.

9. INDEMNITY - RENT A MAID hires its employee to a customer at that customer's risk and thus accepts no liability for damages or losses. Please lock away valuables to avoid temptation. Staff are police clearance screened prior to employment, if theft is suspected RENT A MAID will supply all necessary info. Despite Rent A Maid's willingness to prosecute to maintain credibility, the SA Police insists on the "victim" (customer) laying the charge. The customer also indemnifies RENT A MAID against any claim which might arise.

10. RENT A MAID reserves the right to increase fees annually on 21st September and to amend the Conditions of Service. Although Government increases domestic wages on 1st December, cleaning staff will receive their increases on 21st November. Such changes will override the fees and conditions prevailing when a customer first registered as a service user with RENT A MAID. Customers will be notified of any amended conditions and those conditions.

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Customer Signature

