



Refund and Cancellation Policy

1. Definitions and Interpretation

- Booked Services
 - Cleaning services that Customer has requested
 - Booking Request
 - Reservation made by a Customer on the Website or via Whatsapp for the Booked Service which are to be carried out at the Booked Service Location according to the Scheduled Booking Time
 - Scheduled Booking Time
 - Time and date that Booked Services are to be undertaken by the Cleaning Service Provider in accordance with the Booking Request
 - Booked Service Location
 - Address where the Booked Services are to be carried out as identified in the Booking Request
 - Cleaning Service Provider
 - Individual that will be providing the Booked Services
 - Customer
 - Individual that has made the Booking Request
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2. Cancellation and Amendment by The Customer

- 2.1 The Customer shall be permitted to cancel, reschedule or amend a Booking Request by contacting our customer service at 018-3788035 (Whatsapp only), **free of charge**, if done at least 24 hours before the Scheduled Booking Time.
- 2.2 If the Customer reschedule, cancel or amend a Booking Request within 24 hour of the Scheduled Booking Time, the Customer agrees to be **penalized RM30**. The Customer is required to pay the RM30 shortfall to proceed with the rescheduling or amendments. If the Customer wishes to cancel, IdealClean will refund the payment after deducting the penalty.
- 2.3 If the Customer faces an **emergency** that prevents proceeding with the Booked Service within 24 hours of the Scheduled Booking Time, the Customer shall be permitted to reschedule, cancel or amend free of charge. However, the Customer must provide IdealClean with **proof** (e.g., document, picture, etc.) to support the reason for the emergency. Failure to provide proof will result in a RM30 penalty. To avoid being penalized, any emergency must be reported to IdealClean within 12 hours after the Customer becomes aware of the emergency.
- 2.4 The decision regarding the penalty is solely at IdealClean's discretion.
- 2.5 The Customer agrees that the reschedule or amendment is subjected to availability.

- 2.5 If the Customer or his/her representative is not present at the Booked Service Location within 30 minutes of the Scheduled Booking Time, the Booking Request are considered to be cancelled and the payment made will be forfeited.
- 2.6 All eligible refund amount will be refunded directly to customer bank account within 24-hour.

3. Cancellation of Booked Services by the Cleaning Service Provider

- 3.1 In the event of the Cleaning Service Provider unable to attend to any Booking Request at the Scheduled Booking Time, the Customer may choose to change the Scheduled Booking Time or request for a refund within 24-hour period after the Scheduled Booking Time by contacting our customer service at 018-3788035 (Whatsapp only).

-IdealClean-

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