



Cancellation of Service and Refund Policy

Housekeeping WA have a NO REFUND POLICY as clearly stated in our Terms and Conditions available on our Web Site www.housekeepingwa.com

We also have NO REFUNDS printed on all Invoices and Vouchers

Housekeeping WA like many other Platforms operate as a Pre-Paid Service

However, we will make a Partial Refund when we cannot find a suitable Contractor to perform a Clients Work because of Abuse or Exceedingly High Expectations that do not correlate to the Time allocated by the Client or is deemed offensive by Housekeeping WA

Housekeeping WA as per our Terms and Conditions can Cancel your Service and retain 35% Agency Fee if a Client is Abusive, Unreasonable, Threatening or Intimidating to any of our Contractors, Staff or Agency Personnel

If Approved, Housekeeping WA will use our own formula...

- **Total Amount Paid**
- **Less Work Already Done**
- **Less 35% Agency Fee**

An example of this is if a Client has paid a Total of \$1000.00 less Work already done of \$500.00 a Partial Refund of \$500.00 less our Agency Fee of 35% would enable a Client to be paid/refund a net amount of \$325