



MOVING TIME

Hey there!

At this point you have either choose to give us the trust to handle your final cleaning or you are considering to hire us for it. Either way we hope that our checklist and guidelines might help you before it's time to make your old home ready for you to move out.

We have summarized everything that is included in our final cleaning but also the things you might need to prepare before our cleaning team arrive at your home.

We take our mission very seriously and will do everything in our power to make the cleaning and your customer experience to be as good and enjoyable as possible. After the cleaning your home should be ready to be inspected by your land lord or the buyer of the home.

If you have any questions, thoughts or concerns don't hesitate to contact our Customer Support. We'll help you with joy!

Qleano

Best regards
The Qleano team
support@qleano.se
010-330 99 55

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CHECKLIST FINAL CLEANING

All rooms

- Window Cleaning*
- Window sills
- Window frames (inside)
- Electric socket, switches, electrical cabinets
- Joinery
- Doors and door frames
- Floor and baseboards
- Thresholds
- Closets

Bathroom / Toilet

- Fixed lighting
- Bathroom Cabinet
- Visible pipes
- Mirrors
- Tub
- Shower
- Toilet
- Sink
- Floor drain
- Descaling and cleaning of wall and floor tiles
- Valve
- Washer + dryer

Kitchen

- Fixed lighting
- Stove Fan
- Stove, oven and grill
- Microwave
- Refrigerator and freezer
- Cabinets, drawers and doors
- Work benches
- Kitchen fan
- Dishwasher

Included if its a part of the agreement

- Paned window
- Glass balcony
- Cleaning the balcony
- Extra spaces (basement, garage, porch etc.)

Not included

- Mopping of walls and ceilings
- Fireplace
- Waterlock/Drain

Things to consider before we come

- Empty the house on furnitures and things before we come.
- If you leave the furniture, we clean around them.
- We do not clean in wardrobes, bathroom cabinets etc. unless they are empty.
- Front to bath is removed / installed by the customer.
- Heavy furniture such as stove, fridge, bathtub needs to be pulled out by the customer in order for us to clean behind and under.
- Refrigerators and freezers should be emptied and defrosted for cleaning to take place there.
- We are not responsible for stains on walls and ceilings.
- We do not take any responsibility for paint, sticky notes etc.
- Electricity and lighting shall be in the residence.
- You need to be contactable by phone on the cleaning day.
- We reserve a full day to perform the cleaning and can not guarantee an exact end time.
- Be sure to book a cleaning inspection in good time before the end of the access/ rental agreement.

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- * Window cleaning is included if the windows can be cleaned at a fall height, less than two (2) meters and/or where safety device is not required (e.g lift and/or harness according to the work environment supervision).

Because of the cold during the winter months it can be difficult to clean the windows outside, but we will always do our best.

IMPORTANT INFORMATION

- Cancellation of the service must be at least 10 days prior to the agreed date of cleaning to avoid charging. Until the third (3rd) day before the agreed cleaning date the charge is 550 SEK incl. VAT for canceled service. If a cancellation after this time (48h before the date of cleaning and onwards), the full agreed price for the cleaning will be charged. The fee refers to, for instance, costs for booked staff as well as denial of customers who wanted the same time.
- **Complaints must be made within 14 days after the cleaning date.**
- We will be back within three working days and fix the default that may arise.
- **Qleano will not pay any compensation if the customer / buyer corrects the defaults himself.**

The condition of your home

- In the event that the condition of your property is not considered to be of normal degree will our customer service contact you to discuss any additional billing.
- We take no responsibility for nicotine damage

Key handling

- If you want us to leave the key to your residence in a mailbox Qleano does not take any responsibility for the key from the moment we put this away from us at a designated place.
- We prefer that you or someone else is in place and unlock the door.
- If the key has to be collected at a location other than the execution address, there may be an extra charge. Please contact our customer support.

Invoice

- Billing period is 10 days.
- Invoice fee on 25 SEK is added
- For individuals who use us for final cleaning, payment of invoice is made to Intrum Justitia AB Finance (www.intrum.se).
- Payment of invoice implemented a standard credit check which may cause a control copy sent to you. Personal data are handled in accordance with
- Personal data is handled in accordance with the General Data Protection Regulation (GDPR), which implemented on 25 May 2018.
- When paying the invoice, the sender must be the person to whom the RUT deduction is to be made.

Thank you!

Not just that you're getting closer to the last row of this document - you're also moving to a new home in a nearby future. Feel free to ask us anything that comes up to your mind. We are here to help you!

Besides that we would like to wish you a good luck with everything and thank you for choosing Qleano as your cleaning provider.

Read more about our **terms and conditions** and **our privacy policy** [here](#).

Best regards

Team Qleano :-)

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