

General cleaning

Qleano

Time for general cleaning

It's not long until the date of your general cleaning. Our Qleano team takes this mission very seriously and we're going to do our very best to make sure that this cleaning and your experience is to your highest satisfaction.

In this form we've collected what's included in your booking with Qleano.

If you have any questions or concerns, you're welcome to contact us.

Good luck!

Contact us

support@qleano.se

010-330 99 55

qleano.se

This is included in your general cleaning

In all rooms

- ☐ Window cleaning (more info on the next page)
- ☐ Vacuuming of floors, carpets and upholstered furniture
- ☐ Shake off small rugs (if possible)
- ☐ Sweeping and mopping of the floors
- ☐ Wiping of baseboards, doors, door handles, frames, outlets, window boards and accessible surfaces
- ☐ Dusting and wiping of radiators
- ☐ Mirror polishing
- ☐ Emptying waste bins
- ☐ Dusting of furniture and lamps
- ☐ Dry dusting of ornaments, shelves and paintings (no polishing included)

The bathroom

- ☐ Cleaning and wiping of surfaces of bathtub and toilet
- ☐ Wiping surfaces of bathroom cabinet
- ☐ Cleaning and polishing of sink
- ☐ Wiping of walls
- ☐ Cleaning surfaces of appliances
- ☐ Light cleaning of surface in sauna (unit not included)

If the outer front of the bathtub is removed we'll perform a lighter cleaning there. We do not clean jets for jacuzzi or water trap for sink.

The kitchen

- ☐ Wiping of the surface on the kitchen fan
- ☐ Wiping of the surface of kitchen appliances
- ☐ Cleaning the inside and outside of waste cabinet
- ☐ Cleaning of sink and counter.
- ☐ Cleaning the stove and tiles.
- ☐ Wiping of the kitchen cupboards and cabinets outer surfaces.

Included if part of agreement

- Cleaning the oven
- Cleaning the inner surfaces of refrigerators and freezer, cupboards and wardrobes (if emptied)
- Blinds
- Extra spaces (basement, garage, porch, etc.)

What's not included?

- Wet wiping of walls and ceiling
- Fireplace
- Water traps

An extra reminder

More information about the window cleaning

- Cleaning of the windows will be performed given that the drop height is less than 2 meters and/ or no safety equipment is needed such as a skylift and/or harness according to the guidelines provided by Arbetsmiljöverket.
- If you have removable window boards these should be dismantled before the cleaning.
- Due to cold temperatures during the wintertime some difficulty may occur when it comes to cleaning the outside of the windows and in between the window glass. The reason is that the cold temperature affects the water and speeds up the freezing process. We dilute some T-röd in the water when cleaning the windows to slow down the aggregation phase. This only helps slowing down the process to some extent but note that the cold temperatures can affect the work and that in some situations prevent the process fully.

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Preparations before your general cleaning

Remember this

- We don't wet wipe walls and ceilings. We only dry wipe these surfaces as safety precautions to avoid damaging the outer surfaces of the walls.
- Paint residue, stickers etc does not fall into the category of our responsibility and we do not remove these due to risk of damaging the surfaces
- It's always easier to clean when you have great lighting, please make sure that lighting is available.
- Before we arrive please make sure to free the open spaces. This facilitates and streamlines our work and gives us a chance to have time for as much cleaning as possible once we arrive.
- No matter our physical capabilities we do not move furniture due to the risk of damaging the floor and other surfaces.
- If there are damages/worn surfaces in the home that we should know about, you should contact our customer support.
- If you have any pets, please let us know. Some of our staff are allergic or have phobias of pets, insects or other animals.



Good to know

Remaining information

- Cancellation of the service must be made no later than 5 days before 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 the cancellation is made after this time (48 h before the date of cleaning and onwards), 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 48 hours after the cleaning.
- We will be back within three working days and fix the defaults.
- Qleano will not pay any compensation if the customer corrects the defaults himself.

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 leave the key at the designated place.
- We prefer that you or someone else is on site and unlock the door for the staff.
- If the key has to be collected at a location other than the cleaning address, there may be an extra charge. Please contact our customer support.

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 support contact you to discuss any additional billing.
- We take no responsibility for nicotine damage.

Invoice information

- Payment period is 10 days.
- The invoice is usually sent by e-mail. If the invoice is to be sent via regular post, an invoice fee of SEK 49 will be added.
- Material costs, travel costs and any deductions are always included in the price and are specified on the invoice.
- Payment of invoice is made to Fortnox Finans AB (inbox.fortnox.se).
- Any objections to the invoice must be made no later than the same day as the due date on the invoice. If payment is made after the due date, late payment interest will be charged according to the reference interest rate + 8%. If payment is not made in time, a reminder fee of SEK 60 will be charged. In the event of continued non-payment, the invoice is transferred to debt collection.
- Payment of invoice results in a standard credit check which may cause a control copy sent to you.
- Personal data is handled in accordance with the General Data Protection Regulation (GDPR)

Enjoy a freshly cleaned home

We think you should use the extra hours you suddenly got to give yourself some energy. Many of our customers use these extra hours to do something fun. We hope that you also have the opportunity to do this!

Remember that we are here to make your everyday life easier. No matter what questions or concerns you have related to your cleaning, you can always contact us.

You can also visit our [FAQ](#) or [Flyttblogg](#) at [qleano.se](#) (Swedish).

You will find our general terms and conditions and our privacy policy at [qleano.se/allmanna-villkor](#) (Swedish)

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