Fyn Housekeeping

THOUGHTFULLY CLEAN, NATURALLY CARING

# Refund and Cancellation Policy

At Fyn Housekeeping, we value your trust and aim to provide professional, thoughtful care for your space.

## Cancellations and rescheduling

If you need to cancel, please notify us as soon as possible. The following fees apply to the approved quote for the cancelled appointment, measured from its scheduled start time:

| Notice before your appointment | Cancellation fee |
|---|---|
| 24 hours or more | No fee |
| At least 12 but less than 24 hours | Up to 50% |
| Less than 12 hours | Up to 100% |

Any fee will be reasonable in the circumstances, taking account of the notice given, the nature of the booking and our ability to fill the appointment. Fees will be reduced or waived where required by law, including applicable death or hospitalisation exceptions. Payments remaining after any cancellation fee will be refunded.

Appointments may be rescheduled without charge with at least 24 hours' notice, subject to availability.

## Service concerns and refunds

If you are unhappy with your clean, please contact us promptly, ideally within 48 hours, with details and photographs where practical. This reporting timeframe does not limit your legal rights.

Where our service falls short of the agreed scope or reasonably expected standards, you may request that we correct the affected work at no additional cost or provide a reasonable refund reflecting the shortfall.

If we cannot fulfil your appointment, you may choose to reschedule or receive a full refund for the service not provided.

## Refund processing

We aim to process refunds within seven business days after confirming the amount due, subject to applicable legal deadlines. Refunds will normally use the original payment method; bank processing times may vary.

## Your rights and contact details

This policy does not limit your rights under South African consumer law. Any applicable statutory cooling-off rights take precedence over our cancellation terms.

For cancellations, service concerns or refund requests, email fynhousekeeping@gmail.com, including your name and appointment date.