

Shiny Surface Terms and Conditions

1. Acceptance of Terms:

- By engaging with Shiny Surface ("we," "us," or "our"), you ("you," "client," or "user") agree to these Terms and Conditions and our Privacy Policy.
- If you disagree, please do not use our services.

2. Services Provided:

- Shiny Surface specializes in residential, commercial, and specialized cleaning and maintenance services.
- Service details are outlined in your booking confirmation.

3. Bookings and Scheduling:

- Bookings can be made via phone (+971 4 5149622) or (+971 50 4651402) or website (www.shinysurface.ae).
- A booking confirmation will be sent.
- You can select crew members based on your needs.
- On-site visits for quotations are free.
- Payments are due upon service completion (cash, card, online, or bundle credit).
- Additional charges may apply for services outside the booked package.
- We arrange entry permits and gate passes; in rare cases, you may be asked to. We are not liable for delays caused by the client's failure to provide them on time.

4. Cancellations and Rescheduling:

- Cancellations require 24 hours' notice to avoid inconvenience.
- Same-day cancellations incur no fee.
- Rescheduling is subject to crew availability and is confirmed via phone.

5. Customer Responsibilities:

- Ensure the service area is accessible.
- Secure or remove fragile/valuable items; we are not liable for unsecured items.
- Provide complete service details and special requirements.

6. Our Responsibilities:

- Provide professional and timely services.
- Use eco-friendly products and updated equipment.
- Ensure trained and qualified staff.

7. Liability and Damage:

- We are insured (public liability), but not responsible for pre-existing damage.
- Report damage within 12 hours.
- We are not liable for unsecured items (fragile items, electronics, jewelry, etc.).
- Damage/theft exceeding AED 1200, reported within 48 hours, will be investigated. If liable, we will rectify or compensate at our discretion within 3 to 5 business days.
- Report pending work before signing the completion report.
- Minor damages may be compensated if found liable within 3 to 5 business days.

8. Satisfaction Guarantee:

- Contact us within 48 hours of service completion for dissatisfaction (info.shinysurface@gmail.com) via phone (+971 4 5149622) or (+971 50 4651402)
- We will rectify issues at no extra cost (free re-touch).
- Complaints after 24 hours are ineligible for re-touches or refunds.

9. Changes to Terms:

- We may modify these terms; significant changes will be notified.

10. Privacy Policy:

- We protect your privacy; personal information is not shared except as legally required.
- Confidential information remains between us, except as legally required.
- Information is used for service-related purposes.

11. Contact Information:

- Phone: (+971 4 5149622) or (+971 50 4651402)
- Email: info.shinysurface@gmail.com
- Business Address: [Dubai, umm ramool, st 24c, warehouse no 3a]

12. Force Majeure:

- We are not liable for failures beyond our control (acts of God, disasters, etc.).

13. Business Days Definition:

- "Business days" are Monday through Friday, excluding public holidays.