

Terms and Conditions

By booking the services of BabyClean South West Sydney, you accept the following terms and conditions:

Item Safety

1. Before the start of cleaning, we will conduct a safety check to ensure items are fit for use, will inform you right away if any issues are found and discuss your options.
2. In the event that items are found to be damaged or not in usable condition, BabyClean South West Sydney has the right to decline cleaning.

(Please note: BabyClean South West Sydney work closely with BabySafe Child Restraints, who are authorised repair and warranty agents for most of the leading manufactures. We can assist you with obtaining quotes and organising repairs, and on an individual case basis, we may be able to continue to clean the non affected parts of your pram or child restraint)

Payment policy

1. Payment is due in full upon completion of work, arrangements to be made prior to return of items.
2. Accepted payment methods are EFTPOS, cash and direct deposit (details are provided on your invoice).

Cancellation Policy

1. If you cancel your booking more than 24 hours before the job commences, there will be no charge.
2. If you cancel your booking less than 24 hours before the job commences, there will be a 20% cancellation fee.

Satisfaction Guarantee

1. While every effort is made to remove all marks and stains, occasionally, in a small number of items, some marks may remain. We do our very best to lighten them as much as possible, following the manufactures cleaning guidelines to ensure the safety and integrity of your item.
2. We do our best to clean, sanitise and restore your item. However not all surfaces, fabrics, or components of your item can be restored to new condition. Although you will still be surprised at just how clean it looks once we are finished.

Completion Policy

1. Our standard child restraint cleaning service usually takes 3 working days.
2. Our standard pram and other items cleaning service usually takes 5 working days.
3. These timeframe are dependent on the weather as all items are air dried. Any delays will be communicated to you during the process.

Privacy Policy

1. Information on our privacy policy can be found on our website.

Limitation of liability

1. Under no circumstances shall we or any other parties involved in the business of BabyClean South West Sydney be liable for any direct or indirect damages or other intangibles losses, including but not limited to any damage related to pre-existing conditions.
2. You agree to indemnify BabyClean South West Sydney and its subsidiaries, owners, agents employees or other partners, from any claims or demands.