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FRESH AIRE CARPET CLEANING (WWW.FACC.COM.AU) offers a 7 day satisfaction guarantee for your FIRST 7 days of service. If you request a refund in writing through email and in writing sent via normal mail/post within your first 7 days of service we will provide a refund providing you grant us access to try and rectify any affected areas. Any refund request must be received within 3 days from the date we undertook the cleaning. All such requests must be placed by posting a letter in the post to: **FRESH AIRE CARPET CLEANING (WWW.FACC.COM.AU)**. In a refund request you MUST include the following.

- 1) The date and time the original cleaning job was completed
- 2) Why you felt you needed to call us back to clean an area that was not to your satisfaction
- 3) Outline exactly how many areas were cleaned on the original service. You MUST include all areas or any refund will be terminated meaning you will NOT receive a refund
- 4) The areas in question, i.e. please state clearly the areas you are not happy with.
- 5) Please include photos of the area in question making sure they are clear and taken in good light.
- 6) Be sure to write down the exact reasons why you are not happy with the cleaning service and be specific.
- 7) If you post any bad reviews relating to **FRESH AIRE CARPET CLEANING (WWW.FACC.COM.AU)** a refund will not be given.

If you post any bad reviews about **FRESH AIRE CARPET CLEANING (WWW.FACC.COM.AU)** after a refund is given you will be required to send us back the amount you were refunded for and any damages caused, including but not limited to:

- (i) loss of income,
- (ii) new business and
- (iii) any legal fees.

No refunds will be provided after 3 days of our service being completed. No guarantee is offered after 3 days of our service being completed.

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