



O2 CLEANING DAMAGE POLICY

At O2 Cleaning, we prioritize the highest level of professionalism and care when providing our cleaning services. We understand the importance of safeguarding our clients' premises and belongings. This External Damage Policy outlines our commitment to addressing any damages that may occur during the cleaning process and the procedures involved.

- Preventing Damages:
 - Our dedicated team of cleaning professionals is trained to exercise caution and follow proper cleaning techniques to minimize the risk of damage. We take all necessary precautions to ensure the safety of your property and possessions.

- Reporting Damages:
 - In the event that any damages are noticed during or after our cleaning service, we have established a seamless reporting system. Our team members are instructed to immediately inform their supervisor upon discovering any damages, providing accurate and detailed information regarding the nature and extent of the damage.

- Informing the Client and Resolution
 - As part of our commitment to transparency and excellent customer service, we will inform you of any damages as soon as possible. Depending on the circumstances, we may offer a refund or credit as a gesture of goodwill. Please note that our refund or credit offerings are handled on a case-by-case basis, taking into account the nature of the damage and any relevant factors.

- Documentation:
 - We maintain a thorough and transparent documentation process for damages. Our team members are required to promptly document any damages they come across, utilizing various methods such as videos, photographs, or other relevant evidence. This documentation serves as a vital tool in determining liability and facilitating the resolution process.

- Liability and Reimbursement:

- If our investigation determines that O2 Cleaning is responsible for the damage, we require you to provide us with a link to the damaged item and a photo of the damage. We will reimburse you up to \$500 for the repair or replacement costs associated with the damage. This reimbursement is subject to our assessment and approval, and it is designed to protect the interests of our business while ensuring fair compensation for any damages caused.
- Continuous Improvement:
 - At O2 Cleaning, we believe in continuous improvement. We use any incidents involving damages as learning opportunities for our team members to enhance their skills, knowledge, and attention to detail. We provide ongoing training sessions, safety reminders, and open channels of communication to foster awareness and prevent future occurrences.

By engaging our services, you agree to the terms and guidelines outlined in this External Damage Policy. We are committed to providing you with exceptional cleaning services while ensuring the utmost care for your property. Should you have any questions or require further clarification, please do not hesitate to contact us.

Thank you for choosing O2 Cleaning. We appreciate the trust you have placed in us to maintain the cleanliness and integrity of your premises.