



COMPLAINTS PROCEDURE PETER & PAUL'S CARPET CLEANING DOMESTIC CARPET CLEANING CLIENTS TERMS OF "WARRANTY SERVICE CALL"

Our Office will not process any complaint, unless the following complaints procedure is followed.

In the unlikely event that you should not be completely satisfied with the service performed at your home.

- 1) Only the client that purchased the service can make a complaint.
- 2) You need to contact our office within **twenty-four hours** of job completion in writing. This allows us to rectify any concerns you may have in a timely manner.
- 3) Photographic evidence of your complaint to be supplied.
- 4) This warranty is given in addition to consumer guarantees and cannot exclude them.

Please note, The Following are not a "Warranty Service Call"

- 1) Any marks put on carpeting, upholstery, mattresses, etc. after cleaning, are not a warranty call.
- 2) Please ensure family and guests wipe their feet before walking on clean carpets.
- 3) Spillages on carpeting, upholstery, mattresses etc. after it has been cleaned, are not a warranty call.
- 4) Subject to any limitations pointed out to the Client at point of sale, in writing.

Please direct in writing the following information to

Attention Warranty Service Call

Email to:- info@peterandpauls.com.au

- a. With your Name
- b. Service address
- c. Date of Booking [must be within twenty-four hours of booking]
- d. Explanation of complaint
- e. Photos of your complaint.

Please Note if a warranty call is arranged:

- ❖ You will need to meet our service technician, so he can discuss your complaint with you.
- ❖ Should a warranty call be logged and you fail to keep it, without notifying our office. Fee's will apply for our technicians to re-attend.