

Refund Policy – Clear Flow Gutter Cleaning

At Clear Flow Gutter Cleaning, we are committed to delivering high-quality gutter cleaning and exterior maintenance services. We require payment **after the service has been completed**, so this policy outlines how we handle service concerns, cancellations, and refunds.

1. Payment Terms

- Customers are invoiced upon completion of the service.
- Payment confirms that the service has been delivered in accordance with the agreed scope, unless a concern is raised within the timeframe below.

2. Service Satisfaction Guarantee

In all cases, our primary aim is to ensure the full scope of agreed works is completed and clients are satisfied with the outcome. If you are not satisfied with the service provided, you must notify us within 2 business days of completion via phone, email or text message.

- We will first offer to return and rectify the issue at no additional cost.
- If the issue cannot be resolved, a partial or full refund may be issued, depending on the situation.

3. Cancellations & Rescheduling

Before Service

- Customers may cancel or reschedule at any time prior to service at no cost.

On Arrival / Access Issues

If our team arrives and is unable to complete the service due to:

- No access to the property
- Locked gates
- Aggressive or unsecured pets
- Unsafe conditions

We reserve the right to charge a call-out fee to cover time and travel costs.

4. Non-Refundable Situations

As payment is taken after completion, refunds are generally not applicable once the service has been accepted. Refunds will not be provided in the following cases:

- No issues were reported within 2 business days of service completion
- The service was completed in line with the agreed scope
- Issues arise from pre-existing damage (e.g., rusted gutters, leaks, structural faults)
- Problems unrelated to cleaning (e.g., plumbing or drainage system faults)

5. Partial Refunds or Adjustments

In some cases, we may offer a partial refund or price adjustment, including where:

- Only part of the service could be completed
- Additional work was required but not approved
- Access or safety issues limited the agreed scope of work being carried out

6. Payment Disputes (Including Zip Co)

If you have paid using Zip Co or another provider:

- Please contact us first so we can resolve the issue quickly.
- We aim to resolve all concerns fairly and efficiently before any dispute is escalated.
- In the event of a dispute, we may provide before-and-after photos and service records as proof of completion.

7. Refund Processing

Where a refund is approved:

- It will be issued to the original payment method
- Processing times may vary but are typically 5–10 business days

8. Australian Consumer Law

This policy operates in accordance with the Australian Consumer Law (ACL). Nothing in this policy excludes or limits your rights under the ACL.