

Terms and Conditions

1. Welcome to Total Refresh

By using our website or services, you agree to these terms and conditions. Please read them carefully.

2. What We Do

- "Total Refresh": Our company connects customers (you) with cleaners, renovators, and contractors (service providers).
- "Service Provider": These are independent workers, not employees of Total Refresh.
- "Services": Cleaning, renovation, or similar tasks performed by service providers.

We act as a middleman to connect you with service providers, manage communication, and handle payments. However, we do not employ or supervise them.

3. Your Responsibilities

- You must provide accurate details when booking a service.
- Make sure the service provider can access your property at the agreed time.

4. Our Responsibility

4.1. The service providers we connect you with are selected based on their strong portfolios and experience. However, we are not responsible for the quality of their work or any issues that may arise.

4.2. If there is an issue, you can contact us, and we will do our best to mediate communication between you and the service provider to resolve the problem. However, Total Refresh is not liable for the outcome.

4.3. All service providers we work with agree to a quality standard set by us to deliver the best service possible. However, Total Refresh does not provide any guarantees for their work.

5. Payments

- Total Refresh handles all payments for the service providers.
- You agree to pay the price provided at the time of booking.
- If you have any problems with payments, you must contact us within 7 days.

6. Cancellations and Rescheduling

- You can cancel or reschedule a booking if you let us know at least 48 hours before the service.
- If you cancel with less than 48 hours' notice, you may have to pay a cancellation fee (50% of the service cost).

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7. Quality Control

All our contractors go through a selection process and receive training to ensure they are well-prepared to deliver their services. We also maintain regular communication with them to ensure they perform their work to the highest standards. This process is designed to increase client satisfaction, but we do not provide guarantees.

8. Risks and Independent Contractor Disclaimer

Service providers are independent contractors and not employees of Total Refresh. We carefully filter and check the portfolios of the service providers we recommend to ensure quality. However, booking a service is done at your own risk, and Total Refresh is not responsible for any damage, loss, or issues caused by the service provider. We are not responsible for their behavior, work quality, or adherence to any legal or professional standards. By using our service, you accept this risk.

9. Legal Stuff

- If there's a dispute, it will follow the laws of the Netherlands.
- Any legal matters will be handled in Dutch courts.

10. Changes to These Terms

We may update these terms at any time. If we do, the updated version will be posted on our website. By continuing to use our services, you agree to the new terms.

11. Contact Us

If you have any questions about these terms, please get in touch:

Total Refresh

+31 6 87694582

12. Privacy Policy

We respect your privacy and are committed to protecting your personal information. Please refer to our Privacy Policy for more details on how we collect, use, and protect your data.

13. Force Majeure

Total Refresh is not responsible for any delays or inability to perform services due to events beyond our reasonable control, such as natural disasters, strikes, government restrictions, or other unforeseen circumstances.

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14. Dispute Resolution

In the event of a dispute, both parties agree to first attempt to resolve the matter through informal negotiation. If this fails, disputes will be submitted to binding arbitration in the Netherlands.

15. Refund Policy

Refunds will only be provided if services are canceled by the client at least 48 hours before the scheduled time. Any disputes about service completion must be reported within 7 days for review.

16. Damage and Insurance

Total Refresh does not provide insurance for services. Any damage caused by the service provider should be addressed directly with them. We can assist in communication but are not liable for compensation.