



# Pink Polish

## Client Terms & Conditions

### Welcome to Pink Polish

These Terms & Conditions govern your use of Pink Polish placement and cleaning services. By engaging our services, you agree to these terms in full.

**Please read carefully before booking our services.**

## 1. Services Provided

### 1.1 Nature of Services

Pink Polish provides:

- **Placement Services:** Matching and introduction of domestic workers, nannies, and office staff
- **Cleaning Services:** Residential and office cleaning on a one-off or contract basis
- **Support Services:** Optional payroll administration, training, mediation, and ongoing support

### 1.2 Pink Polish's Role

**For Placement Services:** Pink Polish acts as an agency only. Once a worker is placed with you, YOU become their direct employer. Pink Polish does not employ the worker on your behalf.

**For Cleaning Services:** Pink Polish provides cleaning staff who perform services at your premises according to the agreed scope of work.

## 2. Nanny & Domestic Worker Placement

### 2.1 Placement Process

Our placement process includes:

- Initial consultation to understand your needs

- Candidate screening and vetting
- Arranging interviews with suitable candidates
- Providing employment contract template
- Assistance with UIF registration (depending on package)

## 2.2 Placement Fees

Placement fees are payable as follows:

- **Essential Package:** R3,500 (full payment before placement)
- **Professional Package:** R5,500 (payment options available)
- **Premium Package:** R8,000 (payment options available)

**All placement fees are non-refundable.** Fees cover our screening, vetting, matching, and placement services.

## 2.3 Guarantee Period

Each package includes a guarantee period:

- Essential: 3 months
- Professional: 6 months
- Premium: 12 months

If the worker resigns or is dismissed for valid misconduct during the guarantee period, Pink Polish will provide ONE free replacement placement at no additional placement fee.

## 2.4 Guarantee Exclusions

The guarantee does NOT apply if:

- You change the job requirements, location, or working conditions after placement
- You fail to pay legal minimum wage or violate labor laws
- You relocate or no longer need a worker
- You dismiss the worker without valid cause or due process
- The worker leaves due to unsafe working conditions or mistreatment

### ⚠ **CRITICAL: Your Responsibilities as Employer**

**You are the direct employer of any worker placed with you. This means:**

- YOU must pay the worker's salary directly (not through Pink Polish)
- YOU must register the worker with UIF within one month
- YOU must provide a written employment contract
- YOU must comply with all South African labour laws
- YOU are responsible for all employment obligations (leave, UIF, termination, etc.)

**Pink Polish provides guidance and templates, but YOU are the legal employer.**

## 2.5 Your Obligations

By engaging our placement services, you agree to:

- Pay at least the legal minimum wage (currently R5,700/month for full-time domestic workers)
- Register the worker with UIF within one month of employment
- Provide a written employment contract (we supply templates)
- Grant statutory leave entitlements (annual leave, sick leave, public holidays)
- Pay December bonus (customary 13th cheque)
- Treat the worker fairly and with respect
- Maintain appropriate household insurance

## 3. Cleaning Services

### 3.1 Booking & Scheduling

Cleaning services must be booked in advance:

- **Standard bookings:** Minimum 48 hours notice
- **Same-day bookings:** Subject to availability, may incur premium rate
- **Regular contracts:** Fixed schedule agreed upfront

### 3.2 Pricing & Payment

**Residential Cleaning:** Pricing based on home size and frequency (see price list)

**Office Cleaning:** Monthly contracts based on office size and frequency

**Payment Terms:**

- One-off services: Payment before service or on completion
- Monthly contracts: Payment by 7th of each month
- Payment methods: EFT, card payment, or instant EFT only (NO CASH)

### 3.3 Cancellations & Rescheduling

**One-off Services:**

- Cancel 24+ hours before: Full refund or reschedule
- Cancel less than 24 hours: 50% cancellation fee
- No-show or cancel same-day: Full charge

**Monthly Contracts:**

- 30 days written notice required for cancellation
- Individual visit rescheduling: 24 hours notice required

### 3.4 Scope of Work

Services include what is specified in your booking (Standard, Deep, or Moving House clean). Additional services beyond agreed scope will be quoted separately.

**We DO include:** All cleaning supplies and equipment (unless "Client Supplies" rate selected)

**We DO NOT include:** Repairs, maintenance, gardening, or services outside agreed cleaning scope

### 3.5 Access to Property

You must provide:

- Safe access to your property at agreed time
- Keys, gate codes, or alarm codes if you won't be present
- Working electricity and water
- Safe working environment

If we cannot access the property, it will be treated as a no-show and full charges apply.

### 3.6 Satisfaction Guarantee

If you're not satisfied with the cleaning:

- Notify us within 24 hours of service completion
- We'll return to re-clean the area at no charge
- Guarantee applies once per booking

**Note:** Guarantee does not apply if you prevent us from re-cleaning or do not report issues within 24 hours.

## 4. Optional Support Services

---

### 4.1 Payroll Service

If you opt for our monthly payroll service (R450/month):

- We generate payslips and calculate UIF
- We submit UIF on your behalf
- We provide annual tax certificates (IRP5)
- **YOU still pay the worker directly** - we just handle the paperwork

Payroll service requires 30 days notice for cancellation.

### 4.2 Additional Services

Additional services (babysitting, elderly care, meal prep, etc.) are subject to separate terms and pricing. Each service will be confirmed in writing before commencement.

## 5. Liability & Insurance

---

---

## 5.1 Our Liability - Placement Services

For placement services, Pink Polish is liable only for:

- Providing the placement service as described
- Honoring the guarantee period (if applicable)

**Pink Polish is NOT liable for:**

- Employment disputes between you and the worker
- Non-payment of wages or labor law violations by you
- Worker performance after placement
- Damages or losses caused by the worker during employment
- Injuries to the worker on your property

## 5.2 Our Liability - Cleaning Services

For cleaning services, Pink Polish maintains public liability insurance and is liable for:

- Damages caused by our staff during service delivery (up to policy limits)
- Injuries to our staff while performing services

**We are NOT liable for:**

- Pre-existing damage not reported before service
- Damage to items we were not instructed to clean
- Loss of items not secured by you before our arrival
- Damage caused by faulty items, fixtures, or your property conditions

## 5.3 Your Responsibility

You are responsible for:

- Securing valuables and personal items before service
- Reporting pre-existing damage before service starts
- Maintaining appropriate household insurance
- Ensuring safe working conditions
- Supervising workers if you choose to be present

## 5.4 Claims & Disputes

Any claims for damages or disputes must be:

- Reported in writing within 48 hours of service
- Supported by photos or evidence where applicable
- Submitted via email to [info@pinkpolish.co.za](mailto:info@pinkpolish.co.za)

We will investigate and respond within 7 business days.

---

# 6. Confidentiality & Data Privacy

## 6.1 Your Information

We collect and store your:

- Contact details (name, phone, email, address)
- Service preferences and booking history
- Payment information

We use this information only for service delivery and will not share it with third parties except as required by law.

## 6.2 Worker Confidentiality

Workers are instructed to maintain confidentiality about your household. However, you are also responsible for:

- Not sharing worker personal information publicly
- Respecting worker privacy and dignity
- Not requesting workers to perform illegal or unethical tasks

# 7. General Terms

---

## 7.1 Changes to Services

We may update our services, pricing, or these terms from time to time. Active clients will be notified of significant changes via email or SMS at least 30 days in advance.

## 7.2 Termination of Service

Pink Polish reserves the right to terminate service with any client who:

- Fails to pay invoices within agreed terms
- Treats workers unfairly or abusively
- Violates these terms and conditions
- Provides unsafe working conditions

## 7.3 Governing Law

These terms are governed by the laws of South Africa. Any disputes will be resolved through mediation first, and if necessary, in South African courts.

## 7.4 Contact Information

For questions, concerns, or to report issues:

- Phone: 070 404 4570
- Email: [info@pinkpolish.co.za](mailto:info@pinkpolish.co.za)

- WhatsApp: 070 404 4570

### **📄 Acknowledgment**

By using Pink Polish services, you acknowledge that:

- You have read and understood these Terms & Conditions
- You agree to abide by these terms
- For placement services: You understand you are the direct employer and responsible for all employment obligations
- You will pay invoices on time and honor cancellation policies
- You will treat all workers with respect and dignity

### **🙌 Thank You for Choosing Pink Polish!**

We're committed to providing exceptional service and building long-term partnerships with all our clients.

**Pink Polish - Household & Business Support Services**  
Serving Johannesburg, Pretoria, and many parts of South Africa

☎ 070 404 4570 | ✉ info@pinkpolish.co.za

Document Version: 1.0 | Effective Date: February 2025