

Payment policy

At 2easy Cleaning & Gardening, we're committed to delivering a smooth, secure, and transparent payment experience. This policy outlines how and when payments are processed, and what you can expect from us in the event of a service concern.

Card on File Requirement

Clients booking services under \$2,000 (per service) are required to add a valid credit or debit card to their account prior to the scheduled service. Your nominated card will be automatically charged within 24 hours of the service.

If you experience any issues uploading your card, please contact our office on (03) 4416 3895 and press option #3 for Accounts. Our team can manually add your card over the phone. For your security, please do not email card details.

Payment Terms by Booking Value

Under \$1,999	Card on file charged within 24 hours of service commencement
\$2,000 - \$4,999	Payment due 5 business days in advance via card on file or invoice
\$5,000 and above	Payment terms to be agreed upon (invoice or card on file)

Additional Payment Conditions

- All pricing **excludes GST**, unless otherwise specified.
- We use TimelyPay powered by Stripe to process payments securely and efficiently.
- Late payments may result in service delays or suspension until the account is brought up to date.
- If a payment fails, it will be reattempted. If unsuccessful, we will contact you to update your payment method.
- Late fees may apply for overdue accounts, and outstanding balances may be referred to a third-party debt collection agency.
- Clients are responsible for ensuring sufficient funds are available on their nominated card.
- All card information is encrypted and securely stored, compliant with PCI DSS standards.
- All services will incur a minimum service time of 2 hours

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Last Reviewed 19/05/2025



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Cancellations & Rescheduling

Cancelling or rescheduling within 24 hours of the scheduled service, or if our team attends and is unable to access the property, will be treated as a late cancellation and may incur a fee equal to 100% of the booking fee.

Service Guarantee

At 2easy, we proudly offer a 100% Service Guarantee.

If you are unsatisfied with your cleaning or gardening service, we will return within 2 business days to rectify any concerns — at no additional cost.

Refunds

Refunds will only be considered following a reattendance, in line with our 100% Service Guarantee. Refunds are issued only in cases of unresolved service issues, billing errors, or overpayments.

All refund requests must be submitted in writing to accounts@2easyclean.com.au and will be assessed by management.

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