

Terms and conditions

CleaningPro Solution — Version 2026-10, effective from 1 November 2026

Art. 1 – Parties and scope

These terms and conditions govern the relationship between CleaningPro Solution, Gartenstrasse 17, 2503 Biel/Bienne, Switzerland (“we”), and its clients for all cleaning services, unless otherwise agreed in writing.

Art. 2 – Quote and contract

Each service is covered by a written quote, which states how long it is valid. The contract is concluded when the client accepts the quote in writing (an email is sufficient).

These terms, in the version referred to in the quote, form an integral part of the contract.

Art. 3 – Prices

Prices are in Swiss francs (CHF), on the terms set out in the quote. Additional work requested on site is invoiced with the client's agreement.

Art. 4 – Client obligations

The client ensures access to the premises on the agreed date, as well as water and electricity. Before the service, the client points out any fragile surfaces or items that need special treatment.

Art. 5 – Keys and access

If the service takes place while the client is away, the client gives us the necessary keys or means of access as agreed in the quote.

We keep the keys with care and return them at the end of the service or as agreed.

If keys are lost or damaged through our fault, we are liable in accordance with the “Liability” article.

Art. 6 – Rescheduling and cancellation

Requests to reschedule or cancel must be sent to us as early as possible.

Rescheduling or cancellation is free of charge up to 48 hours before the service. After that, a fee of 50% of the quoted amount is charged.

Art. 7 – End-of-tenancy guarantee

If an issue concerning a service we carried out is raised at the final inspection, we come back at no extra cost.

The issue must be reported to us within 48 hours of the final inspection.

Attendance at the final inspection: your presence, or that of a representative, is recommended. On request and subject to availability, a member of our team can attend. If we are not present, the inspection report must be sent to us with the complaint.

We come back within 3 working days of the report.

The guarantee does not cover damage, normal wear and tear, pre-existing defects or items not included in the service.

Art. 8 – Complaints

Any complaint must be sent to us in writing within 48 hours of the service, so that it can be checked.

Art. 9 – Liability

We are liable for damage caused through our fault, within the limits of our liability insurance. This limitation does not apply in the event of gross negligence or intent (art. 100 CO).

Damage resulting from wear, an existing defect or a material unsuited to normal cleaning is excluded.

Art. 10 – Payment

Invoices are payable within 30 days, by the payment method stated on the invoice.

In the event of late payment, statutory default interest is due and reminder fees of CHF 50.– may be charged.

Art. 11 – Subcontracting

We may entrust all or part of a service to subcontractors. We remain responsible to the client for the proper performance of the service.

Art. 12 – Data protection

The processing of personal data is described in our privacy policy (<https://cleaningprosolution.ch/en/privacy>).

Art. 13 – Governing law and jurisdiction

These terms are governed by Swiss law.

The place of jurisdiction is Biel/Bienne, subject to the mandatory places of jurisdiction provided by law, in particular for consumers.

Art. 14 – Language

These terms are available in French, German and English. In the event of any discrepancy, the French version prevails.