Moving and deep cleaning: steps to an agreement

DONE RIGHT, EVERY TIME

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A thorough clean depends on the condition of the home, and nobody can see that from a description. That is why we always see the home before you get a fixed price.

The steps

- [ ] **1. Fill in the price request.** Tell us about the home: size, rooms, kitchen, bathroom, windows, ceilings and condition.
- [ ] **2. You get a from price.** Based on your answers we send a from price and the price of the viewing. If your information is accurate, the fixed price will be the same or very close.
- [ ] **3. We view the home.** If you say yes, we agree a day and time together, and then we come by. You only pay the driving: 7 DKK per km round trip from Hemmet, højst 700 DKK. *(Deducted if you book)*
- [ ] **4. Fixed price and agreement.** You get a fixed price in writing with scope, date, time, access, power, water and lights, and whether the job takes one or two days.
- [ ] **5. We clean and document.** We do the job and take before and after photos, so both sides have documentation.
- [ ] **6. You see the result.** If you can, we walk through the home together when we are done.
- [ ] **7. We fix what is ours.** If you or the landlord's inspection finds something we agreed to and did not do properly, we come back at no charge.

Terms

- [ ] **At least 1 week's notice: 7 days.** We do not take moving or deep cleaning with less than one week's notice. The viewing and price can easily be a month or more before.
- [ ] **Viewing: 7 DKK/km.** The driving round trip from Hemmet. If the home is 30 km away, that is 60 km x 7 DKK = 420 DKK. The driving never costs more than 700 DKK, whatever the distance. If you book the job, the amount is deducted from the final price.
- [ ] **The from price holds when the information holds.** The from price is not a teaser that grows after the visit. If the home matches your answers and photos, the fixed price is the same or very close. It only moves if we see something the form did not tell us, such as mould, an oven with years of burnt on grease, or more square metres.
- [ ] **The risk is shared.** The viewing costs us time and driving, and we lose the job if our price does not suit you. You risk the driving cost if we do not agree. That is why we give an honest from price from the start, and why the driving is deducted when you book.
- [ ] **Photos do not replace the visit: 5 to 10.** Feel free to send at least 5 to 10 photos of kitchen, oven, cupboards, bathroom, toilet, mould, floors and ceilings. It makes the from price better, but we always see the home before the fixed price.
- [ ] **The price is for the home as agreed.** If on the day the home does not match what we saw and agreed, we stop and agree it with you before we continue. No surprises on the invoice.
- [ ] **Big or heavy jobs can take 2 days: 1 to 2 days.** If the home is large or in poor condition, the job can take two days to finish. We see this at the viewing and write it into the agreement, so you can plan key handover and moving around it.
- [ ] **Power, water and lights.** Power and water must be on. If ceiling lights are missing, tell us and we bring work lights.
- [ ] **Regular agreements start with a deep clean.** Regular private cleaning, Airbnb and summer house changeovers begin with a deep clean, so every visit after that holds a steady standard. One-off jobs do not need it.
- [ ] **Cancellation: 72 hours.** You can cancel or move an appointment free of charge up to 72 hours before. For later cancellation we may charge up to 50% of the job price.
- [ ] **Payment.** You get an invoice when the job is done. Payment is by bank transfer.

> Danish tax deduction: cleaning in your own home is often partly deductible through the servicefradrag when you pay digitally. It covers the labour, not materials. See the current rates and rules at skat.dk.

Why IT IS DONE: a local team of two, the same faces every time, and photos as documentation when you are not there yourself.

Contact

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More: itisdone.dk/pages/en/how-we-work.html

IT IS DONE, CVR 44211181. The final agreement, price and date are agreed in writing.