

TERMS AND CONDITIONS

My Organiser

Business Name: My Organiser

ABN: 48 125 567 379

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Phone: 0423 114 030

Website: www.myorganiser.com.au

1. Introduction

These Terms and Conditions apply to all services provided by My Organiser. By booking, engaging, or using our services, you agree to be bound by these Terms and Conditions.

2. Services

My Organiser provides professional in-home organising services, including one-off sessions and ongoing organising packages. All services are tailored to the individual needs of the client and the scale of the job.

Where requested by the client, My Organiser may assist with sourcing or recommending storage products or organising solutions.

3. Confidentiality

All client information, discussions, photographs, and written action plans are treated as confidential. We will not disclose or share confidential information with any third party without the client's consent, except where required by law.

Any written plans or materials provided by My Organiser are for the client's personal use only and must not be shared or reproduced without permission.

4. Third-Party Products and Services

From time to time, we may recommend products or third-party service providers based on professional experience. My Organiser is not a retailer, manufacturer, or service provider of third-party goods or services.

If products are purchased on the client's behalf, this is done with the client's consent and as their agent only. Any faults, defects, warranties, or issues relating to those products remain the responsibility of the supplier or manufacturer.

Engaging any third-party services is at the client's discretion and under a separate agreement between the client and that provider.

5. Quotes and Bookings

Any quotes provided are estimates only and may change depending on the scope of work required on the day. A booking is confirmed once the client has agreed to proceed and paid the required deposit.

6. Payment Terms

- A deposit is required to secure a booking date.
- The remaining balance is payable as agreed prior to or on the day of the service.
- Additional time, services, or products requested during a session may incur additional charges, which will be discussed with the client.

7. Cancellations and Rescheduling

- A minimum of 24 hours' notice is required to cancel or reschedule an appointment.
- Cancellations made with less than 24 hours' notice, or failure to attend a scheduled session, will result in the deposit being retained as payment.
- Deposits are non-refundable but may be transferred to a rescheduled booking at My Organiser's discretion.

8. Client Responsibilities

The client is responsible for:

- Making all final decisions regarding what items are kept, donated, sold, or discarded.
- Arranging rubbish removal, council hard waste, or donation drop-offs unless otherwise agreed in writing.
- Providing clear and safe access to the property and work areas.
- Ensuring a safe working environment for My Organiser while on the premises.

9. Removal and Disposal of Items

My Organiser will only remove, donate, or dispose of items with the client's clear authorisation. Authorisation may be given verbally during the session or in writing prior to the service.

10. Access and Presence

Services are conducted in the presence of the client or property owner unless written permission is provided granting My Organiser access to the premises in the client's absence.

11. Liability

My Organiser holds public liability insurance.

While all reasonable care is taken, My Organiser is not liable for:

- Minor damage resulting from normal handling of items during organising.
- Pre-existing damage to items or property.
- Decisions made by the client during or after the organising session.

To the maximum extent permitted by law, liability is limited to the value of the services provided.

12. Complaints

If you are unhappy with any aspect of the service, please contact us as soon as possible. We aim to respond to complaints within 5 business days and work toward a fair resolution.

13. Changes to These Terms

My Organiser may update these Terms and Conditions from time to time. The most current version will be available on our website.