



JAE Services business contract terms

Cleaning services for business customers

Version 1.0 | Effective from 21 September 2026 | English translation

Service provider: JAE Services

Business ID: 3585381-2

Postal address: Siilasvuonkatu 1, 90130 Oulu, Finland

Contact: 050 585 0030 | asiakaspalvelu@jae-services.fi

Website: www.jae-services.fi

These contract terms apply to new contracts concluded on or after their effective date.

These terms supplement the quote, order confirmation or service agreement between JAE Services and the business customer. The individual agreement takes precedence over these general terms. These terms are intended for business-to-business contracts and do not apply to consumer contracts.

1 Scope and definitions

These terms apply when a company, association, housing company, public body, professional practitioner or other customer acting in its business activities orders cleaning, carpet and upholstery cleaning, specialist cleaning, ventilation duct cleaning or another separately agreed service from JAE Services.

In these terms, Service Provider means JAE Services, Customer means the party ordering the service, Service means the agreed work and Contract means the combination of the parties' quote, order confirmation, any appendices and these terms.

2 Formation of the Contract and order of precedence

A Contract is formed when the Customer accepts the Service Provider's quote or order confirmation in writing, signs an agreement, places an approved electronic order or requests the Service to begin in accordance with the quote. The Customer is responsible for ensuring that the person accepting the order has the necessary authority.

The order of precedence is: 1) an individual agreement signed or otherwise accepted in writing, 2) the quote or order confirmation, 3) the service description and other expressly incorporated appendices, 4) these general terms, and 5) a price list incorporated into the Contract.

3 Service scope

The Service Provider performs the Service professionally and carefully, according to the agreed service description, using suitable methods, products and equipment. The Service Provider decides the work sequence, personnel and technical method unless the Contract expressly provides otherwise.

The Service includes only tasks agreed in writing. Quality is assessed against the agreed service description, use of the site, visit frequency and starting condition. Maintenance cleaning is not general cleaning or deep cleaning.



4 Customer's duty to cooperate

The Customer provides accurate and sufficient information about the site, materials, floor areas, usage restrictions, safety instructions, previous treatments and conditions affecting the service result.

- Safe and unobstructed access must be available at the agreed times.
- Electricity, hot and cold water, drainage and agreed staff and storage facilities must be available.
- The Customer removes or protects money, valuables, confidential documents, data storage media and fragile items.
- The Customer discloses bodily fluids, needles, chemicals, pests, mould, asbestos, infection risks and other occupational health or property risks in advance.
- The Customer designates an authorised contact person and reports changes to contact details.

If the Customer's failure increases the workload, causes waiting or prevents work, the Service Provider may charge actual reasonable costs and postpone the Service. Significant additional work is agreed before continuing, unless immediate action is needed to prevent personal injury or property damage.

5 Keys, access tokens and alarm systems

The Service Provider carefully stores keys, access tokens and codes supplied by the Customer and uses them only to perform the Contract. The Customer provides written access, locking and alarm instructions and ensures that access rights remain valid.

The Service Provider promptly reports any loss of a key or token in its possession and is liable for reasonable direct rekeying or replacement costs caused by its negligence. The Customer is responsible for alarm, security, waiting and additional visit costs caused by its incorrect or incomplete instructions.

6 Personnel and subcontracting

The Service Provider may use employees and subcontractors to perform the Service. It is responsible to the Customer for a subcontractor's performance as for its own. The Customer may not direct the Service Provider's personnel as an employer would, but may give instructions about site safety and the agreed result to the Service Provider's contact person.

Use of a particular employee requires a separate written agreement. A change in personnel is not a breach if the agreed service level is maintained.

7 Price and additional work

The price follows the quote or order confirmation as a fixed job price, hourly rate, area-based price, monthly price or another agreed basis. Prices quoted to business customers exclude VAT unless otherwise stated. Applicable VAT and other statutory charges are added to the invoice in accordance with law.

The minimum charge and billing increment for hourly work follow the quote or price list incorporated into the Contract. Only expressly stated products, equipment, travel and other costs are included. Special waste, unusual protective equipment, lifting equipment, parking, accommodation, night-work supplements and external expert costs are charged as agreed.

Additional work requested by the Customer or required by the conditions is charged according to the agreed price list. The Service Provider reports significant cost effects before continuing where circumstances allow.



8 Invoicing and payment terms

Unless otherwise agreed, invoices are payable within 14 days of the invoice date. Recurring Services are invoiced monthly and one-off Services after completion. The Service Provider may require advance payment from new customers, for assignments involving substantial materials or subcontracting, or due to a justified credit risk.

For late payment, the Customer pays late-payment interest for commercial contracts under the Finnish Interest Act, the statutory fixed compensation for recovery costs and other reasonable collection costs. Justified invoice objections must be made before the due date or promptly after discovering an error. The undisputed amount is paid by the due date.

The Service Provider may suspend the Service if a due and undisputed amount remains unpaid despite a written reminder. Suspension does not remove the Customer's obligation to pay for work already performed or reasonable suspension costs.

9 Price changes

The Service Provider may change the price of an ongoing Contract with at least 30 days' advance notice. Grounds may include changes in wage, product, equipment, fuel, insurance, financing, subcontracting or regulatory costs, changes in taxation or legislation, a change in service scope or a similar reason affecting the cost structure. The change must be proportionate to its basis.

If a price change other than one due to tax or a statutory charge is significant and disadvantageous to the Customer, the Customer may terminate an open-ended Contract effective when the change takes effect by giving notice before that date.

10 Service timing and schedules

The Service is performed on the agreed days and times or within the agreed time window. Unless timing has been defined as absolute, a minor deviation is not a material delay. The Service Provider promptly reports any significant schedule change.

Replacement of a recurring visit missed due to a public holiday, the Customer's operations, weather or another site-specific reason is agreed separately. Without a separate agreement, the Service Provider is not obliged to provide a replacement visit if the visit is prevented for a reason attributable to the Customer.

11 Customer cancellations and unavailable access

- An individual job may be cancelled or rescheduled free of charge at least 48 hours before the agreed start time.
- For cancellation 24–48 hours before the start, the Service Provider may charge 50% of the agreed job price.
- Cancellation less than 24 hours before the start, or failure to provide access as agreed, may incur the full agreed price.
- Saved costs and time used for other billable work are deducted from the cancellation fee. Materials, subcontracting and other non-cancellable costs already ordered for the Customer are charged in full.

If the Service Provider cancels work, the Customer is offered a reasonable new appointment or refunded the advance payment for the cancelled part. The Service Provider is not liable for indirect damage unless cancellation results from intentional conduct or gross negligence.



12 Service-specific conditions

Maintenance, move-out and deep cleaning

Moving belongings, cleaning inside cupboards or appliances, exterior window surfaces, high structures, construction dust, mould removal, pest control and waste transport are included only by separate agreement. For move-out cleaning, the property must be empty and refrigeration appliances defrosted unless otherwise agreed.

Carpet and upholstery cleaning

The Customer discloses care instructions, materials, previous treatments and known damage. The Service Provider may carry out a test clean. Removal of all stains or odours is not guaranteed. Normal wear, fading, old fibre or backing damage, poor colourfastness, shrinkage and reactions to previously used products are not the Service Provider's responsibility unless damage is caused by incorrect or negligent conduct.

Specialist cleaning

Biologically, chemically or otherwise demanding sites are handled according to the assessment and quote. Undisclosed infection risks, needles, hazardous chemicals, asbestos, extensive mould, sewage, fire damage or a comparable risk entitle the Service Provider to suspend work and apply separate additional pricing.

Ventilation duct cleaning

The Customer is responsible for access to vents, units and inspection hatches and the accuracy of system information. Airflow measurement and adjustment, equipment repairs, opening structures, asbestos or microbial work and other follow-up work are included only if expressly stated in the quote.

13 Service result and acceptance

The Service is deemed accepted unless the Customer reports an observed deficiency within three working days of performance. A hidden deficiency must be reported promptly after discovery and no later than 14 days after the Service. Failure to meet the deadline does not extinguish a claim to the extent that the Service Provider knew or should have known of the deficiency or the late report has not materially hindered investigation.

Complaints are made in writing, identifying deficiencies by work stage and including available photographs, inspection reports and other information. The Customer must give the Service Provider a reasonable opportunity to inspect and remedy the deficiency before commissioning a third party, unless immediate action is needed to limit damage.

14 Rectification and price reduction

The Service Provider has the primary right to rectify a defect for which it is responsible or repeat defective work within a reasonable time at no additional charge. If rectification is unsuccessful or unreasonable in the circumstances, the parties agree on a price reduction reflecting the significance of the defect. The Contract may be terminated only for a material breach that cannot reasonably be remedied.



15 Damages and limitation of liability

The Service Provider is liable only for proven direct damage caused by breach of the Contract or negligence. It is not liable for indirect or consequential damage, such as loss of revenue, profit, use, production, a contract, a customer or data, unless caused intentionally or by gross negligence.

For a one-off assignment, the Service Provider's total liability is limited to that assignment's price excluding VAT. For an ongoing Contract, it is limited to the service fees excluding VAT for the six months preceding the damage event. The limitation does not cover intentional conduct, gross negligence, personal injury, intentional breach of confidentiality or liability that cannot legally be limited.

The Service Provider is not liable for damage caused by normal wear, pre-existing damage, a hidden material characteristic, inadequate care instructions or incorrect information supplied by the Customer. The Customer is responsible for backing up its information systems and ensuring that no unprotected confidential material remains in the work area.

The party suffering damage must take reasonable steps to limit it. A party claiming compensation must provide reliable evidence of the damage, its amount and causation.

16 Insurance

The Service Provider maintains liability insurance customary for its operations. Insurance does not extend its liability beyond the Contract and law. The Customer is responsible for appropriate insurance of its property, operations, business interruption risks and premises.

17 Contract duration and termination

An open-ended Contract may be terminated in writing with one month's notice unless otherwise agreed in the individual Contract. The notice period begins when the other party receives the notice. A fixed-term Contract ends on the agreed date and cannot be terminated during its term without a separate provision or a material breach by the other party.

Either party may terminate the Contract for a material breach if it is not remedied within 14 days of a written notice. Immediate termination is possible if the breach cannot be remedied, the other party enters bankruptcy or corporate restructuring, insolvency is apparent or continuation would create a serious safety, reputation or trust risk.

18 Suspension of work and withholding performance

The Service Provider may suspend work if the site is unsafe, the Customer fails to cooperate, agreed access is prevented, the Customer gives unlawful instructions, personnel are subjected to inappropriate conduct or a due and undisputed payment remains unpaid despite a reminder. The Service Provider gives written notice of the reason and conditions for resuming work.

19 Confidentiality, data protection and documentation

The parties keep confidential trade and professional secrets received from the other party and other information marked or understood to be confidential. This obligation continues for five years after the Contract ends and, for trade secrets, for as long as the information remains a trade secret under law.

Personal data is processed under applicable data protection legislation and JAE Services' privacy notice. If the Service requires processing personal data on the Customer's behalf, the parties conclude a separate data processing agreement where necessary.



The Service Provider may take photographs necessary for planning, quality assurance, safety, damage investigation or proof of performance. People and unnecessary confidential information are avoided in photographs. Marketing use requires separate written consent.

20 Force majeure

A party is not liable for delay or damage to the extent performance is prevented by an unforeseeable cause reasonably beyond its control. Examples include an official order, industrial action, epidemic, serious sudden illness, transport disruption, exceptional weather, fire, a major power or communications outage, a material supply disruption or a comparable event.

The obstacle is reported without undue delay. If it continues for more than 30 days and prevents material performance, either party may terminate the affected unperformed part of the Contract in writing without liability for damages.

21 Assignment of the Contract

The Customer may not assign the Contract to a third party without the Service Provider's written consent. In connection with a business transfer or change of legal form, the Service Provider may assign the Contract to a party capable of fulfilling its obligations, with advance notice to the Customer.

22 Changes to the terms

The Service Provider may change the terms of an open-ended Contract for a justified business, safety, technical or legislative reason. At least 30 days' notice is given for a significant change. If it is significant and disadvantageous to the Customer, the Customer may terminate the Contract effective when the change takes effect by giving notice before that date.

23 Notices

Contract notices are delivered to the designated contact person by email or another method agreed in writing. A notice is deemed received on the working day following sending unless the sender receives an error message or other evidence of non-delivery. Each party is responsible for keeping its contact details current.

24 Applicable law and dispute resolution

The Contract is governed by Finnish law, excluding its conflict-of-law rules. Disputes are primarily addressed through negotiation. If no settlement is reached within 30 days of receipt of a written negotiation request, the dispute is resolved at first instance in the District Court of Oulu.

25 Contact details

JAE Services, Business ID 3585381-2, Siilasvuonkatu 1, 90130 Oulu, Finland. Email: asiakaspalvelu@jae-services.fi. Phone: 050 585 0030. Website: www.jae-services.fi.