



JAE Services consumer contract terms

Cleaning services for private 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 other individual service agreement provided to the customer. The individual agreement takes precedence over these general terms. Mandatory consumer protection legislation always applies, and these terms do not restrict the consumer's statutory rights.

1 Scope

These terms apply when a private individual orders cleaning, carpet and upholstery cleaning, specialist cleaning, ventilation duct cleaning or another separately agreed service from JAE Services in Finland, primarily for purposes outside their business activities.

If the customer orders the service primarily for business or professional use, JAE Services' business customer contract terms apply.

2 Formation of the contract and order of precedence

A contract is formed when the customer accepts a quote or order confirmation in writing, places an order through an approved electronic channel or requests the service to begin as agreed. Essential information about the service scope, price or pricing basis and timing is confirmed in a durable medium whenever required by law or the nature of the matter.

If JAE Services contacts a consumer by telephone without the consumer's express request, the consumer becomes bound only after accepting, in a durable medium, the written offer delivered after the call.

The order of precedence of contract documents is: 1) individual terms agreed with the customer in writing, 2) the quote or order confirmation, 3) these general terms, and 4) a price list or service description expressly incorporated into the contract.

3 Service scope and method

The service is performed professionally and carefully, in accordance with the agreed service description, using suitable methods, products and equipment. JAE Services decides the sequence of work and technical method unless otherwise agreed with the customer.

The service includes only tasks specified in the quote, order confirmation or service description. Unusual soiling, a large quantity of belongings, a biological hazard, damage, pests, construction dust or another undisclosed condition may change the scope, duration, method and price of the work.



4 Customer obligations

Before work starts, the customer provides accurate and sufficient information about the site, materials, floor areas, soiling, previous treatments, access arrangements and matters affecting occupational safety.

- Safe and unobstructed access must be available at the agreed time.
- Electricity, hot and cold water and suitable drainage must be available unless otherwise agreed.
- Money, jewellery, medicines, documents, data storage media, fragile items and other particularly valuable property must be moved or protected.
- Pets must be kept away from the work area unless otherwise agreed.
- Sharp objects, needles, bodily fluids, mould, pests, chemicals, asbestos or other hazards must be disclosed in advance.
- Care instructions for surfaces and textiles and any known material restrictions must be provided before treatment.

If the customer does not fulfil these obligations, JAE Services may suspend the work, exclude a work stage or propose additional work. Significant additional work and its price are agreed before work resumes, unless immediate action is necessary to prevent personal injury or property damage.

5 Keys, access rights and alarms

Keys, access tokens and alarm codes are handled confidentially and used only to deliver the agreed service. The customer provides functioning and sufficient access and alarm instructions. JAE Services promptly reports any loss of a key or token in its possession and is liable for reasonable direct costs caused by its negligence, as provided by law.

The customer is responsible for unnecessary alarms, visits or waiting time caused by incorrect or incomplete instructions they provide.

6 Price and pricing basis

The price quoted to a consumer is the total price including applicable taxes and mandatory charges. It may be a fixed job price, hourly rate, area-based price, monthly price or another pricing basis disclosed in advance. The minimum charge and billing increment for hourly work follow the quote or price list disclosed before the contract.

A price estimate is not a fixed price. If the estimate appears likely to be exceeded significantly, JAE Services informs the customer and requests permission for additional work. Supplies, travel, waste handling, lifting equipment, protective equipment and other separate expenses are charged only if agreed in advance, including their pricing basis, or where necessary to prevent damage.

7 Changes and additional work

Changes and additional work requested by the customer are agreed in writing before being performed where possible. JAE Services explains the effect on price and schedule. An employee is not obliged to perform a task outside the agreed service, a task that cannot be performed safely or one for which insufficient time and equipment have been allocated.



8 Service timing and delay

The service is performed at the agreed time or within the agreed time window. If no exact completion time is agreed, the service is performed within a reasonable time considering its nature and scope. JAE Services reports any significant delay without undue delay and proposes a new appointment.

In the event of delay, the consumer has the rights provided by the Finnish Consumer Protection Act, including the right to demand performance, withhold payment corresponding to the delayed part, terminate the contract for a significant delay and claim damages as required by law.

9 Rescheduling and cancellation of a booking

This section concerns cancellation or rescheduling of the agreed working time and does not restrict the statutory right of withdrawal for distance and off-premises contracts described in section 10.

- Rescheduling or cancellation at least 24 hours before the agreed start time is free of charge.
- Cancellation less than 24 hours before the start may incur a reasonable fee of up to 50% of the agreed visit price if the reserved working time cannot reasonably be used for other work. Saved costs are deducted.
- If work cannot start because access is unavailable or the customer is not present as agreed, a fee reflecting actual reasonable costs and lost working time may be charged, up to the agreed visit price.
- JAE Services may reduce or waive the fee according to the circumstances.

If JAE Services has to cancel a visit, the customer is offered a new appointment at no additional charge. Advance payment for the cancelled service is refunded unless the customer accepts a new appointment.

10 Distance and off-premises contracts

When a contract is concluded entirely through distance communication or as an off-premises contract within the meaning of the Consumer Protection Act, the consumer generally has the right to withdraw from the service contract within 14 days of concluding it, without giving a reason. Withdrawal is notified by an unequivocal statement, for example by email to asiakaspalvelu@jae-services.fi. Appendix 1 contains withdrawal instructions and a model form.

If the consumer requests the service to start before the withdrawal period ends and withdraws while the service is incomplete, JAE Services is entitled to reasonable compensation for the service already performed, proportionate to the total contract price, provided that the legally required advance information has been supplied.

The right of withdrawal for a fully completed service ceases only where permitted by law, when the consumer has expressly requested work to start during the withdrawal period and accepted that the right ceases when the work is fully completed. Special rules concerning unsolicited home visits and other mandatory legislation always take precedence.

11 Service quality and limits of the result

JAE Services aims to achieve the agreed result and the result reasonably expected from a professional service. However, the service does not mean restoring a worn, damaged, discoloured or materially altered surface to an as-new condition. Removal of every stain, odour, limescale deposit, ingrained mark, microbial mark or colour change cannot be guaranteed.

JAE Services does not treat a surface with a method considered to create an unreasonable risk of damage. In such cases, an alternative method, test clean or omission of a work stage may be proposed.



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, previous treatments and known damage. JAE Services may carry out a test clean. Normal wear, sun-faded areas, old fibre or backing damage, poor colourfastness, shrinkage or reactions to previously used products may become visible during cleaning. JAE Services is liable for damage caused by its error or negligence.

Specialist cleaning

Sites involving bodily fluids, substance use, deceased persons' estates or other special circumstances are handled according to the assessment and quote. Needles, sharp objects, hazardous chemicals, infection risks, asbestos, extensive mould, sewage, fire damage or another undisclosed risk may require suspension of work, special equipment, additional protection or separate waste handling.

Ventilation duct cleaning

The customer ensures access to vents, units and inspection hatches and discloses the system layout and known defects. Airflow measurement and adjustment, equipment repairs, opening structures, asbestos or microbial work and subsequent repairs are included only if expressly included in the quote.

13 Defects and complaints

The service is defective if it differs from what was agreed or the consumer otherwise has a statutory right to invoke a defect. The customer should report an observed deficiency without undue delay. A written report as soon as possible, including a description, timing and photographs where possible, is recommended. This recommendation does not shorten the consumer's statutory period for making a complaint.

JAE Services has the primary right to inspect and rectify a defect or repeat defective work within a reasonable time at no cost to the customer, unless rectification causes significant inconvenience or another ground under the Consumer Protection Act prevents it. If rectification is unsuccessful, the consumer may be entitled to a price reduction, termination and damages under the conditions set by law.

14 Damage and liability

JAE Services is liable for service defects, delay and personal injury or property damage in accordance with the Consumer Protection Act and other mandatory law. Sufficient evidence must be provided of the causal connection between the compensable damage and the service. Both parties must take reasonable steps to limit the damage.

JAE Services is not liable for pre-existing damage, normal wear or a hidden material characteristic that could not reasonably be detected, unless the damage results from an incorrect method, inadequate professional skill or another cause for which JAE Services is responsible. The limitation does not apply to intentional conduct, gross negligence or personal injury.



15 Ongoing contracts and termination

An open-ended service contract may be terminated in writing with one month's notice unless the individual agreement contains a term more favourable to the consumer. Agreed visits and payments continue until the notice period ends. A fixed-term contract ends on the agreed date unless terminated earlier under law or the contract.

Either party may terminate the contract for a material breach if it is not remedied within a reasonable written deadline. Immediate termination is possible if the breach cannot be remedied or continued work would create a serious safety or trust risk.

16 Price changes in an ongoing contract

JAE Services may change the price of an ongoing contract by giving at least 30 days' notice in a durable medium. The change must be based on an acceptable reason specified in the contract, such as changes in wage, equipment, product, fuel, insurance or regulatory costs, changes in taxation or legislation, or a change in scope requested by the customer. The change must be proportionate to its basis.

If the change is significant and disadvantageous to the customer, the customer may terminate the contract effective when the change takes effect, without a separate termination charge. This does not restrict rights under mandatory law.

17 Payment, late-payment interest and collection

Card payment is made when the service is provided. Invoices are payable within 14 days of the invoice date unless otherwise agreed. The customer promptly notifies any justified invoice objection and pays the undisputed amount by the due date.

For late payment, JAE Services may charge interest under the Finnish Interest Act in force at the time and reasonable reminder and collection costs permitted by law. Eligibility for the household tax credit or another tax benefit cannot be guaranteed; the customer is responsible for checking their entitlement.

18 Suspension of work

JAE Services may suspend work if the site is dangerous to employees or property, essential information provided by the customer is incomplete, agreed access conditions are not met, the customer interferes with safe work or a due and undisputed payment remains unpaid despite a reminder. The customer is informed of the reason and, where possible, how work can resume.

19 Personnel and subcontractors

JAE Services may use employees and qualified subcontractors to provide the service. It is responsible to the customer for a subcontractor's performance as for its own. Justified safety and confidentiality instructions concerning personnel are given to JAE Services' contact person.

20 Confidentiality, personal data and photographs

Information about the customer's home, circumstances and assignment is handled confidentially. Personal data is processed in accordance with JAE Services' privacy notice and applicable data protection legislation. The current privacy notice is available at www.jae-services.fi/en/privacy/.

Photographs of the site may be taken where necessary for work planning, quality assurance, investigating damage or documenting completed work. People and unnecessary private information are avoided in photographs. Marketing use always requires the customer's separate express consent.



21 Force majeure

A party is not liable for delay or damage to the extent that performance is prevented by an unforeseeable obstacle reasonably beyond its control. Such an obstacle may include an official order, a major power or communications outage, industrial action, serious sudden illness, a transport disruption or a comparable event. The obstacle and its estimated effects are reported without undue delay.

22 Changes to the terms

JAE Services may change the terms of an open-ended contract for an acceptable reason, such as a change in law, an official order, the service process or safety requirements. At least 30 days' notice is given for a significant change. The customer may terminate the contract effective when the change takes effect if it is significant and disadvantageous to the customer. Changes do not apply retrospectively to a one-off service already performed.

23 Disputes

Disputes are first addressed through negotiation between the customer and JAE Services. The customer may obtain assistance from the Finnish Competition and Consumer Authority's Consumer Advisory Services at www.kkv.fi/kuluttajaneuvonta/. If no settlement is reached, the consumer may refer the matter to the Consumer Disputes Board at www.kuluttajariita.fi.

The contract is governed by Finnish law. A consumer may bring proceedings before a competent court under the jurisdiction rules of consumer protection legislation.

24 Contact

Notices concerning the contract, withdrawal, invoices or complaints should primarily be emailed to asiakaspalvelu@jae-services.fi. In an urgent work or damage situation, the customer may also call 050 585 0030.



Appendix 1: Withdrawal instructions and form

Right of withdrawal

You have the right to withdraw from a distance or off-premises service contract within 14 days without giving a reason. The withdrawal period ends 14 days after the contract was concluded.

To exercise this right, you must inform JAE Services of your decision by an unequivocal statement. You can email asiakaspalvelu@jae-services.fi or write to JAE Services, Siilasvuonkatu 1, 90130 Oulu, Finland. You may use the model form below, but this is not mandatory.

To meet the deadline, it is sufficient to send your notice exercising the right of withdrawal before the period expires.

Effects of withdrawal

If you withdraw, we refund payments received from you under the contract without delay and no later than 14 days after receiving your withdrawal notice. We use the same payment method as the original transaction unless you have expressly agreed otherwise. You incur no refund charges.

If you requested the service to start before the withdrawal period ends, you must pay a reasonable amount proportionate to the total contract price for the service performed up to your withdrawal notice, provided the legally required advance information was supplied.

Withdrawal form

Complete and return this form only if you wish to withdraw from the contract.

Recipient: JAE Services, Siilasvuonkatu 1, 90130 Oulu, Finland, asiakaspalvelu@jae-services.fi

I hereby give notice that I withdraw from my contract for the following service:

Service: _____
Order date: _____
Consumer's name: _____
Consumer's address: _____
Date: _____
Signature (paper form only): _____

Request to start the service during the withdrawal period

This consent is given separately only when the service is to start before the 14-day withdrawal period ends.

☐ I request JAE Services to start the service I ordered before the 14-day withdrawal period ends.

☐ I understand that if I withdraw while the service is incomplete, I must pay reasonable proportionate compensation for the service already performed.

☐ I accept that my right of withdrawal ceases when the service has been fully performed at my request, to the extent permitted by law.

Place and date: _____
Consumer's name: _____
Signature: _____