

TIME FOR YOU™

DOMESTIC CLEANING

We Guarantee Your Success!

That's right, a 100% money-back guarantee if you don't get £30,000 after just 18 months.*

* Terms & Conditions Apply

We are so confident that the Time For You business model will prove successful that we will guarantee your franchisee and your success 100% within the first 18 months!



REFUND TERMS & CONDITIONS AND PROCEDURE

This document sets out the terms and conditions that that apply in the event that a franchisee of Time For You Limited (“TFY”) who has been offered and accepted a refund clause under the guarantee programme at the time the franchisee entered into a franchise agreement.

The following terms and conditions shall apply:

The refund procedure has been put together to ensure we can resolve this in any way that satisfies us both.

1. As soon as you are unhappy with the results achieved, please notify me at Time For You Ltd in writing. An email is fine. You will receive a reply to confirm your message has been received

2. Please note that your financial account must be fully up to date with all payments completed. Your franchise has a fixed length for a fixed cost paid over 60 months. Any decision on your part to downsize or close your business is not a valid reason to trigger the guarantee. You cannot swap a less profitable area for a more profitable area and then seek to exercise your rights under this refund programmed by claiming a refund for the less profitable area.

3. You must have attended all workshops in the last 18 months (from training date), put out at least 150,000 leaflets and actively advertised in your franchised area. You will be asked to provide evidence that you have implemented all advertising as recommended during your training.

4. On receipt of your written notification, you and I will either meet face to face. I will aim to make this happen within one week, (subject to my holidays and other commitments). During this meeting we will review why you haven’t had the results that were guaranteed. You will then be obliged to operate the franchise for a further 12 weeks using the further guidance and tuition I will give you.

5. As you will appreciate, our franchise, whilst simple to operate, depends on EFFORT. Nothing will ever be achieved without effort and this was definitely covered comprehensively on your training and reinforced at the 90 days training. If I suspect a lack of effort no refund will be made. My decision is final and binding and there is no right of appeal.

6. Once all the evidence has been reviewed and I am satisfied that the right marketing has been executed in the manner we recommended in accordance with the Manual and that you have not breached any term of the franchise agreement, I will agree a refund. The refund is also conditional on you complying with clause 4. The refund will be the franchise fee excluding VAT.

7. For cash flow purposes, your refund will be paid in a reasonable number of monthly instalments to be notified by me to you and in my absolute discretion

8. If a refund is agreed by me then you will still be bound by the restrictive covenants contained in the franchise agreement and all of the post-termination provision shall apply in full force and effect. You shall be required to sign a termination agreement which will set out your continuing obligations and restrictions under the franchise agreement.

9. These terms and conditions shall be legally binding on us both. English law shall apply to these terms and conditions.