

TERMS AND CONDITIONS

Updated: September 11, 2025

These terms and conditions (the “Terms and Conditions”) govern the use of **www.neathivecleaning.com** (the “Site”). This Site is owned and operated by EVER DWELLING LLC d/b/a NEAT HIVE CLEANING. This Site provides online bookings for cleaning services.

By using this Site, you indicate that you have read and understand these Terms and Conditions and agree to abide by them at all times.

Intellectual Property

All content published and made available on our Site is the property of EVER DWELLING LLC d/b/a NEAT HIVE CLEANING and the Site’s creators. This includes, but is not limited to, images, text, logos, documents, downloadable files, and anything that contributes to the composition of our Site.

User Contributions

Users may post the following information on our Site:

- Photos
- Videos
- Public comments

By posting publicly on our Site, you agree not to act illegally or violate these Terms and Conditions.

Accounts

When you create an account on our Site, you agree to the following:

1. You are solely responsible for your account and the security and privacy of your account, including passwords or sensitive information attached to that account; and
2. All personal information you provide to us through your account is up to date, accurate, and truthful, and you will update your personal information if it changes.

We reserve the right to suspend or terminate your account if you are using our Site illegally or violate these Terms and Conditions.

Sale of Services

These Terms and Conditions govern the sale of services available on our Site.

The following services are available on our Site:

- One-Time Home Cleaning Services
- Recurring Home Cleaning Services
- Commercial Cleaning Services

The services will be paid for in full upon the completion of the service.

These Terms and Conditions apply to all the services displayed on our Site at the time you access it. All information, descriptions, or images that we provide about our services are as accurate as possible. However, we are not legally bound by such information, descriptions, or images, as we cannot guarantee the accuracy of all services we provide. You agree to purchase services from our Site at your own risk.

We reserve the right to modify, reject, or cancel your order whenever it becomes necessary. If we cancel your order and have already processed your payment, we will issue a refund equal to the amount you paid. You agree that it is your responsibility to monitor your payment instrument to verify receipt of any refund.

User Goods and Services

Our Site allows users to sell goods and services. We do not assume any responsibility for the goods and services users sell on our Site. We cannot guarantee the quality or accuracy of any goods and services sold by users on our Site. However, if we become aware that a user is violating these Terms and Conditions, we reserve the right to suspend or prohibit the user from selling goods and services on our Site.

Subscriptions

Your subscription automatically renews, and you will be automatically billed until we receive notification that you wish to cancel the subscription.

Cancellations and Rescheduling

To ensure fairness to both clients and our cleaning professionals, cancellation and rescheduling fees apply as follows:

- 48+ hours' notice: No fee.
- 24–48 hours' notice: \$50 rescheduling fee or \$100 cancellation fee.
- Less than 24 hours' notice: \$100 cancellation fee, or 50% of the scheduled service price (whichever is greater).
- Same-day cancellations, no-shows, or lockouts: Full service price will be charged.

Fees are charged to the payment method on file. By booking a service with Neat Hive Cleaning, you agree to these terms.

Payments

We accept the following payment methods on our Site:

- Credit Card
- Debit
- Direct Debit

When you provide us with your payment information, you authorize our use of and access to the chosen payment instrument. By providing your payment information, you authorize us to charge the amount due to this payment instrument. If we believe your payment violates any law or these Terms and Conditions, we reserve the right to cancel or reverse your transaction.

Refunds

Refunds for Services

We provide refunds for services sold on our Site as follows: We offer NO REFUNDS once the service is completed.

Consumer Protection Law

Where any consumer protection legislation in your jurisdiction applies and cannot be excluded, these Terms and Conditions will not limit your legal rights and remedies under that legislation. These Terms and Conditions will be read subject to the mandatory provisions of that legislation. If there is a conflict between these Terms and Conditions and that legislation, the mandatory provisions of the legislation will apply.

Limitation of Liability

EVER DWELLING LLC d/b/a NEAT HIVE CLEANING and our directors, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities, and expenses, including legal fees, arising from your use of the Site.

Indemnity

Except where prohibited by law, by using this Site, you indemnify and hold harmless EVER DWELLING LLC d/b/a NEAT HIVE CLEANING and our directors, officers, agents, employees, subsidiaries, and affiliates from any actions, claims, losses, damages, liabilities, and expenses, including legal fees, arising from your use of our Site or your violation of these Terms and Conditions.

Applicable Law

These Terms and Conditions are governed by the laws of the State of Oregon.

Severability

If any provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws, those provisions will be deemed void and removed from these Terms and Conditions. All other provisions will remain valid and unaffected by the removal.

Changes

These Terms and Conditions may be amended from time to time to maintain compliance with the law and reflect any changes to the way we operate our Site and expect users to behave on our Site. We will notify users by email of changes or post a notice on our Site.

Contact Details

Please contact us with any questions or concerns. Our contact details are:

Address: 5441 S MACADAM AVE STE R, PORTLAND, OR 97239 USA

Email: hello@neathivecleaning.com

You can also contact us through the feedback form available on our Site.