



HG-POL-013 - Client Damage, Complaints and Resolution Policy

HomeGlow treats every client's home with care and respect. If something goes wrong, we will listen, review the evidence, and respond fairly. We will not ignore concerns, but we also need to investigate before accepting responsibility or agreeing a resolution.

Our Promise

Reporting A Concern

Clients should tell HomeGlow as soon as possible if they believe damage, poor service, or another issue has occurred. For damage concerns, please report the issue within 48 hours of the appointment where reasonably possible.

Information We May Request

We may ask for:

- photos of the issue;
- photos from before the visit, if available;
- a description of what happened and when it was discovered;
- proof of ownership, receipt, warranty, valuation, or repair quote for higher-value items;
- confirmation of whether anyone else accessed, cleaned, moved, repaired, or handled the item after the visit.

How We Review Concerns

Management will review the booking notes, agreed scope, cleaner account, photos, client information, products/methods used, and any relevant policy or insurance requirement.

Possible Outcomes

Depending on the evidence, HomeGlow may offer:

- a revisit or correction clean;
- professional repair or specialist restoration;
- replacement or fair compensation;
- a goodwill gesture;
- an insurance claim route; or
- a written explanation where HomeGlow does not accept responsibility.

Items And Issues Not Normally Covered

HomeGlow is not normally responsible for pre-existing damage, normal wear and tear, faulty installation, manufacturer defects, inherent weakness, items not reasonably accessible or safe to clean, or valuables left unsecured.

Payment And Booking Link

Where a complaint or damage concern is open, normal payment terms still apply unless management confirms otherwise in writing. Any refund, discount, or compensation decision must be approved by management.