



Service Terms and Conditions

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Contact Information

CanAir Home Services

Main: 289-921-9667

Email: service@canairhomeservices.ca

Ontario registered business: 280914201

**For most up to date “Service Terms and Conditions” visit:
<https://canairhomeservices.ca/termsandconditions>**

Commencement of work

All jobs prior to commencement would receive in writing a quote or estimate and/or a final price for smaller residential jobs. All prices are plus applicable taxes. All change orders, add-ons, service and fees changes must be communicated by all parties involved in writing.

For all commercial, industrial, institutional jobs and sizeable residential jobs exceeding \$1000 worth of services and/or worth of materials and supplies provided, CanAir would require a **work order** signed by the customer prior to commencing the work. This constitutes a contractual agreement between the parties stating various aspects of the job and responsibilities to be carried forward by both parties.

Safety

As safety is paramount, CanAir, and/or any of its employees, may stop working, stop the complete jobsite work, reduce output, or cancel or postpone services if they deemed the conditions not safe for them, other occupants or people around them. This may include electrical work, safety hazards such as trip hazards, ladder safety, weather inclement, traffic hazards, chemical hazards, infectious diseases, and any other dangerous and unlawful event that could pose a risk or harm anyone around. This safety policy applies to any size job no matter the duration or the cost. A manager or safety officer must be present for jobsites for jobs that have a degree of risk. A medical kit must be present at each jobsite no matter the risk level. A detailed safety plan must be in place for jobs that have a degree of risk. Changes in the work itself, work progress and ramifications

arising from these changes due to safety concerns will be communicated in writing with all parties involved as soon as the information becomes available. On the other hand, any of the other parties involved must inform CanAir as soon as possible in writing if a safety concern arises either prior to the commencement of the work or during the work to prevent accidents and minimize risks.

Application of biocides

Some jobs and services performed by CanAir may include the application of biocides sometimes also mentioned as antibacterial or sanitizing applications, sprays, solutions. For residential settings Benefect is our brand of choice. Benefect is a wide spectrum, hospital grade, all-natural biocide. It kills bacteria, fungi, mold, and other microbes in just 30 seconds upon contact. This product is EPA approved and Health Canada approved to use indoors, safe for all occupants including children and pets. Customers are encouraged to contact us if they have any questions or concerns.

For commercial applications Concrobium or other brands may be used. A request form for the use of biocides must be signed prior to commencing work. A safety plan would include the biocide(s) used and all SDSs sheets available on site as well.

Insurance

For everyone's protection and peace of mind, CanAir is furnished with Contractor's General Liability (CGL) and WSIB insurance. We can provide with an up-to-date certificate to any person or company that has engaged us and is requesting our services. For WSIB we can provide a "Certificate of Clearance" which outlines that CanAir's account is in good standing and our employees are covered under our umbrella.

Background checked employees

All our employees must pass a criminal background check (CRC) to work for our company. Copies of these CRCs are kept by CanAir's upper management. If a customer has a concern regarding their safety, belongings or sensitive information, we encourage them to call or email our management office to discuss it.

To safeguard our employees' information, we would only share their police background checks in special circumstances, where the employee agrees to share it, when the customer has a valid reason and when the customer has contracted us to carry on with the job. An example of this would be a commercial job that is a retail jewelry store and that our employees have to access the store to conduct the work. Another example would be a residential job with a vulnerable senior citizen that may have valuables in their unit and our employees have to access the unit to conduct the work.

Payment policy

We accept electronic payments to: payments@canairhomeservices.ca Allow 1-2 business days to send payments and bank processing times.

Also, the following payment methods are accepted: Visa, Mastercard, Amex, Google Pay, Apple Pay and Interact.



Unless otherwise notified in writing, there is a 3% charge for credit card payments over \$500 and may include, in addition, accrued interest charges at the time of payment.

Late fee policy

By signing this payment policy, you agree to pay all invoices from CanAir Home Services within 30 days of the date the invoice is sent.

Overdue invoice balances will be subject to a late payment fee of 3% per month, which will be charged daily until the owing balance is paid.

If you are unable to make a payment for reasonable circumstances that are out of your control, contact us at 289-921-9667 and we will discuss alternative options.

Invoicing

Upon starting the work and prior to receiving the invoice, the customer must agree and adhere to the terms below:

All payments must be met by the payment deadline listed on the invoice. Balances that are unpaid after the payment deadline are subject to a fee of 3% on the owed amount every month, charged daily until the balance is paid. Credit card payments of \$500 or more are subject to 3% charge of the total invoice amount including any accrued interest charges at the time of payment. For more information visit <https://canairhomeservices.ca/termsandconditions>

Quotations and estimates

When providing a quote or an estimate, the price or rate is based on all the information gathered either directly or indirectly from the customer or the jobsite after a site visit. A quote or estimate provided in writing is not an invoice but an estimation of what the job entails and the cost to the customer to perform that job. Jobsite conditions, change orders and add-ons will be reflected on the final invoice. All payments must be met by the payment deadline listed on the invoice. Balances that are unpaid after the payment deadline are subject to a fee of 3% on the owed amount every month, charged daily until the balance is paid. Credit card payments of \$500 or more are subject to 3% charge of the total invoice amount including any accrued interest charges at the time of payment.

Due to unpredictability of the material costs, quotations and estimates are subject to a time limit, usually 30 days, 60 days, or more.

For more information visit <https://canairhomeservices.ca/termsandconditions>

Cancellation Policy

For all residential jobs, or small commercial jobs, CanAir is a no contract, no commitment company. Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services.

Our system reminds you 1 day in advance via text message because we know how easy it is to forget an appointment you booked days before. We understand that sometimes things come up last minute and will do our best to be accommodating in those instances. Customers that cancel without notice the day of the scheduled service will be assessed a \$68 cancellation fee.

There are no fees or charges to change your appointment or service type prior to your appointment day. We require minimum of 24 hrs notice to make the change.

Customer Satisfaction Guarantee

Although CanAir and its team makes all efforts to ensure high levels of customer satisfaction, sometimes, things can go wrong, mistakes happen, and other factors can also affect the outcome of the job and/or alter the customer's expectations. We, at CanAir believe that we must communicate with our customers at all times, before, during and after the job, to ensure that our contractual obligations and customers expectations have been met.

In case of a complain or unsatisfactory outcome, we ask our customers to communicate in writing to service@canairhomeservices.ca so we can determine the appropriate action. For most, it would be a revisit to further investigate and continue to provide our customers with peace of mind that we are working on a resolve that works for all. Our revisits are always scheduled in a timely manner depending on the severity of the issue.

We ask those few of our customers that may have a complaint to reach out to us first so we can put all efforts to make it right before reviewing our company online as this would be damaging to our image and our company overall. CanAir reserves the right to stop all further interactions and/or deny warranty requests for negative or negligent customers reviews about such services without prior to a CanAir investigation or knowledge of the situation.

Privacy Policy

In order to provide services, CanAir collects basic information from our customers, private users, or companies/corporations. This information is safeguarded, kept confidential and never disclosed with 3rd parties. We abide to PIPEDA regulations to protect our customer's information. The Personal Information Protection and Electronic Documents Act (PIPEDA) is the federal privacy law for private-sector organizations. It sets out the ground rules for how businesses must handle personal information in the course of their commercial activity.

Questions or concerns? Email: service@canairhomeservices.ca