

Order Cancellation, Refund and Rescheduling Policy

ORDER CANCELLATION – REFUND – DATE/TIME CHANGE AGREEMENT

Effective Date: 01.11.2025

1. Parties, Definitions, and Platform Model
2. Platform / Temizlikiste.com: A marketplace and technology provider that connects customers requesting cleaning services with independent service providers; it is not an employer. It supplies the digital infrastructure of the process, scheduling, and, where applicable, collection agency functions.
3. Service Provider (Independent Contractor): The independent natural person or business entity that performs the service on site. Tax, social security, occupational safety and health, and other statutory obligations belong to the Service Provider.
4. Customer: The person who requests a service by selecting a package on the Platform.
5. Advance Payment: The amount collected via the Platform when the order is created.
6. Remaining Service Fee: The portion of the package price that is not covered by the Advance Payment and is collected on the service day.
7. With Materials / Without Materials: In “with materials” jobs, consumables and equipment are supplied by the Service Provider; in “without materials” jobs, they are supplied by the Customer.
8. Subject and Scope of the Agreement
9. 2.1. This agreement sets out the rules for cancellations, refunds, and date/time changes for fixed-content service packages on the Platform.
10. 2.2. Its provisions apply together with the Site Terms of Use and Membership Agreement, the Service Provider Agreement, the PDP (KVKK) Notice, and the Cookie Policy.
11. 2.3. In case of conflict, this agreement prevails on matters concerning advance payment/cancellation-refund; in other matters, the relevant special document governs.
12. Package Model and Scope of Service
13. 3.1. Packages are time-boxed work: the duration, team headcount, and included task list are stated on the package. Tasks on the list are prioritized and performed within the package duration; their presence on the list is not a completion guarantee—performance is promised to the extent time allows.
14. 3.2. The team headcount is indicated on the package; for operational reasons, it may be changed with an equivalent capacity.
15. 3.3. For “without materials” orders, providing suitable consumables/equipment; correct address-access/door code, water/electricity, basic safety, and, if needed, parking/elevator facilities is the Customer’s responsibility.
16. Reservation, Confirmation, and Notification
17. 4.1. The Customer selects a package and creates a request with address-date-time information.
18. 4.2. Subject to availability, an independent Service Provider is assigned and a notification is sent.
19. 4.3. As a marketplace, Temizlikiste.com performs matching/scheduling and does not act as an employer.
20. Cancellation – Refund – Date/Time Change (Summary Rules)
21. 72 hours or more before the service: Free cancellation or free date/time change.
22. Between 72 hours and 24 hours: In cancellations, only the Advance Payment is retained, the balance is refunded. Changes depend on availability; if not possible, cancellation rules apply.
23. Less than 24 hours: Cannot be cancelled, no refund. The Remaining Service Fee is payable.

24. No-show/unable to start due to Service Provider: Except for force majeure, the time-window rules apply as written; there is no free change/refund.
25. Force majeure: Only events within “red level” disaster/state of emergency officially announced by competent authorities (AFAD/Governorate/Municipality or equivalent authority). In such cases, priority is free rescheduling; if not possible, the Advance Payment may be refunded.
26. Detailed Provisions (Cancellation-Refund-Change)
27. 6.1. Cancellation 72 hours or more before: Upon approval of the request, the order is cancelled; the Advance Payment is refunded.
28. 6.2. Cancellation between 72 and 24 hours: The Advance Payment is retained; any balance is refunded.
29. 6.3. Cancellation less than 24 hours before: Cancellation is not accepted; no refund is made. The Customer shall pay the Remaining Service Fee to the account notified by Temizlikiste.com (against invoice).
30. 6.4. Date/time change:
31. — 24 hours or more before: Free (subject to availability).
32. — Less than 24 hours: The change request is deemed a cancellation; clause 6.3 applies.
33. 6.5. Service Provider no-show / unable to start: Unless an official “red level” force majeure certificate is submitted, time-window rules apply without exception; no free change or Advance Payment refund is made.
34. 6.6. Force majeure: Applies only in disasters/states of emergency announced as red level by competent authorities. The alleging party must notify immediately and at the latest within 2 hours and substantiate with documents. Priority is free rescheduling; if not possible, the Advance Payment may be refunded.
35. Fee Flow and Collection
36. 7.1. The Advance Payment is collected via the Platform; the Remaining Service Fee is collected on the service day.
37. 7.2. Temizlikiste.com may receive payments in the capacity of collection agent and transfer them to the Service Provider pursuant to the terms of the agreement.
38. 7.3. Refunds are made to the method used for payment and within applicable legislation/banking processes.
39. Defective/Incomplete Performance and Remedy Process
40. 8.1. In case of defective/incomplete performance, the Service Provider may offer a remedy/re-work within a reasonable time.
41. 8.2. If the Customer rejects the remedy without objective grounds, the right to a refund may not arise; if the remedy is successfully performed, no refund is made.
42. 8.3. Claims of damage/loss are primarily resolved between the parties; if necessary, applications may be made to competent authorities. The Platform shares information only to the extent of authorized requests under PDP (KVKK).
43. Application Procedure and Evidence Standards
44. 9.1. Applications: Through My Account → My Orders → Order Detail screen, separately for each order.
45. 9.2. The application shall include the order number, grounds, and, if any, photos/videos, time-stamped records, and access/arrival proofs.
46. 9.3. Time-bar (72h/24h rules) renders applications invalid.
47. Abuse and Sanctions
48. 10.1. Blackmail, threats, harassment, review/rating manipulation, bypassing the platform, unjustified refund requests, etc. may result in warning → visibility restrictions → temporary/permanent suspension and, where necessary, legal action.
49. 10.2. In case of recurrence, additional sanctions including account closure may be imposed.
50. Privacy, PDP (KVKK), and Cookies

51. 11.1. Personal data are processed in accordance with the PDP (KVKK) Notice and the Cookie Policy.
52. 11.2. Explicit consent is obtained for non-essential cookie/SDK categories; preferences can be managed at any time.
53. Governing Law and Jurisdiction
54. 12.1. This agreement is governed by Turkish law.
55. 12.2. In non-consumer disputes, Istanbul (Anatolian) Courts and Enforcement Offices have jurisdiction; provisions regarding consumer transactions remain reserved.
56. Effective Date and Amendments
57. 13.1. The agreement enters into force upon publication on the Platform; the current version is the one published on the Platform.
58. 13.2. Temizlikiste.com may update the text for security/compliance/operational reasons; amendments take effect upon publication.
59. Contact
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