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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