

## Terms of Use

Last updated: 29 May 2025

These terms apply between you as customer and Lyia Städ when booking and receiving cleaning services. By submitting a booking request or entering into an agreement, you accept the terms below.

### The service

Lyia Städ provides home cleaning, office cleaning, move out cleaning, and related services in Stockholm and nearby areas. Scope, time, and price are set out in your quote, booking confirmation, or contract.

We may decline assignments outside our service area or where conditions do not allow safe, quality delivery.

### Booking and confirmation

A booking request via the website is not binding until we confirm time, price, and any RUT deduction in writing (email is sufficient).

You must provide accurate contact details and property information, including special requests, pets, sensitive surfaces, and access arrangements.

### Price, payment, and RUT

Prices are stated in Swedish kronor including VAT unless otherwise noted. For eligible private customers, RUT deduction may apply under current Tax Agency rules; you must provide required details on time.

Payment is made as agreed (invoice, Swish, or bank transfer). Late payment may incur statutory interest and reminder fees.

### Rescheduling and cancellation

Cancellation or rescheduling must be made at least 24 hours before the scheduled visit.

If an urgent situation arises on your side, cancellation is free of charge and we will arrange a new time together with you.

If the visit is cancelled with less than 24 hours notice and there is no urgent reason, the cleaning is carried out as planned and the invoice is sent at the regular price.

In force majeure situations (e.g. serious staff illness, extreme weather), we will offer a new time at no extra cost where possible.

### Access and keys

You are responsible for secure access at the agreed time. Keys and codes are handled confidentially by authorised staff only.

Store valuables and sensitive documents securely. We are not liable for items not cared for according to written instructions.

## Liability and complaints

We hold insurance for our operations. Visible damage caused by our staff must be reported within 48 hours of the visit with photos and a description.

For valid complaints we will remedy the issue at no charge or offer reasonable compensation. Otherwise liability is limited to direct damage and up to the amount invoiced for the assignment in question, unless gross negligence applies.

## The website

Website content is informational. We aim for accurate prices and descriptions but may correct obvious errors.

Misuse of the website, automated scraping, or attempts to disrupt operations are prohibited.

## Governing law and disputes

Swedish law applies. Disputes should first be resolved through dialogue. Consumer disputes may be referred to the National Board for Consumer Disputes (ARN) or the courts.

[Online version: https://lyia-stad-gki85aozt-markdanielsmcrafts-projects.vercel.app/en/anvandarvillkor/](https://lyia-stad-gki85aozt-markdanielsmcrafts-projects.vercel.app/en/anvandarvillkor/)



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