

PUBLIC WARNING NOTICE**FROM THE COMMISSIONER OF NORTHERN TERRITORY CONSUMER AFFAIRS****Issued under section 223 of the Australian Consumer Law**

The Commissioner of Consumer Affairs is issuing a public warning notice to caution consumers not to deal with Express Professional Services Pty Ltd (ACN 600 556 134), The Trustee for Express Professional Services (ABN 86 432 723 589) trading variously as Express Commercial Cleans, Express End of Lease Cleaning, Express Bond Cleaning or Express Home Cleaning and the director Cassandra Nicole Cooney.

Ms Cooney operates an on-line business through various websites www.expressprofessionalservices.com.au; www.expressendofleasecleaning.com.au; and www.expressbondcleaning.com.au which offer cleaning services and money-back guarantees mainly for end of lease or bond cleaning.

The business requires payment in advance, but generally fails to provide services once payment has been taken. Consumers then have difficulty contacting the company and obtaining refunds or compensation.

The Commissioner is warning the public about the alleged conduct as he:

1. has reasonable grounds to suspect that the conduct may constitute breaches of the Australian Consumer Law (ACL) including;
 - false or misleading representations in contravention of section 29;
 - wrongly accepting payment in contravention of section 36.
2. is satisfied that one or more persons has suffered, or is likely to suffer detriment as a result of the alleged conduct; and
3. is satisfied that it is in the public interest to issue a public warning notice.

If anyone has any concerns about their dealings with Express Professional Services Pty Ltd (ACN 600 556 134), The Trustee for Express Professional Services (ABN 86 432 723 589) trading variously as Express Commercial Cleans, Express End of Lease Cleaning, Express Bond Cleaning or Express Home Cleaning and the director Cassandra Nicole Cooney they should contact Consumer Affairs on 1800 019 319 or email consumer@nt.gov.au.



GARY CLEMENTS
Commissioner of Consumer Affairs

1 September 2015