

# Our Terms and Conditions of Business

By using our service, you agree to our terms and conditions of business

## 1.0 Initial visit

For your first clean only, there is a one-off charge to cover the additional time taken on the initial clean, this varies with house size and frequency of ongoing cleans, this will be explained when signing up.

## 1.05 What can I expect

Our pure water cleaning system is very effective at cleaning general dirt from your windows, if you have builder's residue (e.g. plaster, concrete and paint etc.) stickers or adhesive, staining/discolouration on windows or frames from chemicals or rust and UV bleaching of frames on your windows, pure water will not be effective at removing these, please notify us when we call to arrange your first clean.

## 1.1 Traditional Cleaning

We offer both purified and traditional window cleaning, both prices will be charged according due to the time each cleaning process takes. Please advise if you prefer the traditional method.

## 1.2 How often will we visit

We offer the choice of every 6 or 12 weekly visits. We ask for some flexibility on time scales due to rain and other factors of a week either side of the time due.

## 1.3 Bad Weather

We will always try to not clean your windows in the rain; however, we do still work in light rain or short showers. Our promise to you is that the results will still be the same. If rain is heavy, we will not clean your windows. Your clean will carry over to the next working day.

#### **1.4 Turning us away**

We will try to be as reliable as we can for you, but we also appreciate the customer being reliable. We will make time and space in our schedule for you. On the day of the clean it is too late for us to replace your clean with another. We reserve the right, if turning our team away at the door or cancelling on the day with myself, to charge you the full price expected and/or cancel any ongoing service with us.

#### **1.5 Locked gates**

You will get a text the night before, please ensure gates are unlocked from 8.00am on the day. If access has not been made on the day, we reserve the right to charge full price and windows that are accessible will be cleaned

#### **1.6 Ending our services**

If for one reason or another you should wish to cancel our services, you have the right to do so at any time. This can be done by telephone on 07495408882 or by email to [steve@steveoswindowcleaning.co.uk](mailto:steve@steveoswindowcleaning.co.uk)

However, we do offer one off window cleans, but this will be charged according to cover any costs that occur for the time to come out especially; by using our services you agree to a minimum of 3 cleans. If cancelling before 3 cleans have taken place the remaining cleans will be payable.

#### **1.7 Complaints procedure**

We will always try to provide you with the best possible service every time we clean your windows. If for any reason you are not satisfied with our work, you must contact us within 24 hours of the clean. We will then return the next working day to re clean your windows for free. Please note that complaints made after 24 hours may not be re cleaned. Please note we operate a no refund policy; we will rectify work you are not happy with free of charge provided we are informed within 24 hours of the clean date.

#### **1.8 Confidentiality**

All customer information is kept on a confidential database and is not discussed or shared with any individual or company, as is required under the terms and conditions of the data protection act.

## **1.9 Payments**

Customers joining our 6 or 12 weekly rounds are required to pay via online bank transfer, cash or cheque. I also can take card payments,

Customers booking one of services such as gutter clearing who are not joining our regular rounds are required to pay a small deposit and full payment required once work is completed. Once payment is made, we will book the job to be completed within 1 week or a time that suits.