

Wellingborough Window & Gutter Cleaning Terms & Conditions

These terms and conditions constitute the full and complete service agreement (the "Agreement") between you (the "Customer") and Wellingborough Window & Gutter Cleaning ("Service"). Please take some time to review this Agreement.

1. Cleaning Services

1. Subject to the terms of this Agreement, Wellingborough Window & Gutter Cleaning agrees to provide domestic window cleaning for the Customer at an address specified by the Customer (the "Premises").
2. The Service will be for such cleaning duties as agreed with the Customer at the time of booking.
3. Wellingborough Window & Gutter Cleaning will provide one or more operatives (the "operative") to attend the Premises to provide the Service at a time and date mutually agreed between Wellingborough Window & Gutter Cleaning and the Customer.
4. Wellingborough Window & Gutter Cleaning will endeavour to provide the Service faithfully, diligently and in a timely and professional manner.
5. Wellingborough Window & Gutter Cleaning will ensure that operatives introduced will hold the legal right to live and work in The United Kingdom. All operatives that are introduced by Wellingborough Window & Gutter Cleaning will have a self-employed status with the Inland Revenue, so the Customers are not required to deduct tax under the P.A.Y.E system.
6. For Services such as a builders clean, specifically cleaning & where extra work or chemicals are needed will be subject to an additional charge.

2. Satisfaction Guarantee

Your satisfaction is guaranteed. If you are not completely satisfied with any the standard of service provided by the operative , Wellingborough Window & Gutter Cleaning will return to the premises & re-clean problem areas at a time that is amenable to the operative.

3. Additions and amendments binding

Before entering in this Agreement the Customer and Wellingborough Window & Gutter Cleaning will agree a set amount of visits as agreed with customer.

Any changes to the Service to be provided must be agreed by Wellingborough Window & Gutter Cleaning prior to the Service Time.

If the Customer requires any additional services or variations at the time the Service is being performed, the Customer must first contact Wellingborough Window & Gutter Cleaning by telephone, who may agree to provide the additional services in its absolute discretion.

If the Customer want to change the frequency of the Service the Client should contact Wellingborough Window & Gutter Cleaning immediately by telephone.

4. Customer representations and warranties

The Customer represents and warrants that: It will provide a safe working environment at the Premises for the operative to perform the Service including absence of dog excrement.

The operative will have unencumbered and unobstructed access to those areas of the Premises requiring the Service;

It will provide the operative with access to all services and utilities (including hot and cold water, electricity (in some cases), and rubbish bins as required by the operative to provide the Service;

The client agrees to behave nicely to the operative and to treat her/him with respect;

It will advise Wellingborough Window & Gutter Cleaning prior to the commencement of the Service of any unusual hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime at the Premises;

It is authorised to use the Premises and obtain the provision of Service;

The Customer agrees to inform Wellingborough Window & Gutter Cleaning for any change of house/flat alarm code or key changes in advance & will make an allowance for entry into locked areas, failure to do so will not make the operator liable in monetary terms or another visit unless the operator is in the vicinity.

5. Health and safety risks

The operative is entitled to undertake a job safety analysis before the commencement of any work to assess the health and safety risk at the Premises;

The operative may, either before or during the provision of the Service not use or cease using any materials or cleaning equipment provided by the Customer if the Cleaner thinks, in their absolute discretion, that the use of such materials or cleaning equipment poses a risk to health and safety.

The operative may, either before or during the provision of the Service not provide or cease the provision of the Service where carrying out the Service presents, in the absolute discretion of the Cleaner, a risk to health and safety.

6. Job quotations & Payments

The actual price payable by the Customer is calculated per job & extra add-on's will be at additional cost agreed by the parties. Prices are reviewed annually by Wellingborough Window & Gutter Cleaning

Any price quoted by Wellingborough Window & Gutter Cleaning is an estimate only based on Wellingborough Window & Gutter Cleaning experience, without inspection, and based on information provided by the Customer. Subject to this clause, quotes are valid for a period of 30 days from the date of the quote.

If at the commencement or during the course of providing the Service, it is apparent that the actual cost of the Service will exceed the quote provided by Wellingborough Window & Gutter Cleaning will provide the Customer with the option to pay an increased fee to complete the Service, or pay the quoted amount without the Service being completed.

Wellingborough Window & Gutter Cleaning will collect any outstanding monies owed to us. If as a result we have to use a debt collecting agency or county court to secure payment, you agree to pay any debt collecting agency fees, court fees, legal cost, or interest that will occur due to the result of non payment of your outstanding bill.

7. Complaints

If the Customer is dissatisfied for any reason with the Service provided, it must inform Wellingborough Window & Gutter Cleaning within 24 hours of completion of the Service. Wellingborough Window & Gutter Cleaning strives to achieve 100% customer satisfaction and will endeavour to resolve the problem quickly and efficiently. We will not consider any complaints that are notified after a period of 24 hours.

8. Exclusions and limitations

Wellingborough Window & Gutter Cleaning is not responsible for:

not completing or providing the Service as a result of a breach of a warranty by the Customer (including a failure by the Customer to provide a safe working environment or unencumbered access to the Premises); or not completing or providing the Service as a result of the Cleaner not proceeding for health and safety reasons;

any loss or damage incurred by the Customer or any third party as a result of the effects of a force majeure, being any event beyond the reasonable control of Wellingborough Window & Gutter Cleaning Service.;

not completing or providing the Service due to an act or omission of the Customer or any other person at the Premises during provision of the Service;

9. Accidents, breakage, damage & theft

While our cleaners will treat your home with great care accidents can and do happen from time to time. Wellingborough Window & Gutter Cleaning have public liability insurance. The policy will cover major accidental damage caused by our operatives.

The Customer must inform Wellingborough Window & Gutter Cleaning of any incident where an accident, breakage, damage to property has occurred due to any act of the operative within 24 hours of completion of the Service.

Any claims reported later than 24 hours after the clean will not be considered. If a report of damage is made on a Saturday it must be reported by Monday 12:00 pm to be accepted as a valid claim.

We may require entry to the location of the claim within 24 hours to correct or assess the problem.

10. Privacy policy

The Customer acknowledges that any information provided by the Customer may be used by Wellingborough Window & Gutter Cleaning for the purpose of providing the Service. Wellingborough Window & Gutter Cleaning agree not to share any information provided by the Customer with any third party not directly involved in the provision of the Service (unless required to do so by law).

ENGAGEMENT:

All bookings made via phone, website or social media pages are subject to these Terms and Conditions. The Customer agrees to pay the price quoted by Wellingborough Window & Gutter Cleaning

We accept the following payment methods from The Customer:

Bank Transfer, Card payment on completion, cash payment on completion.