



## Terms and Conditions

By booking our services, you accept our terms and conditions of trading. These terms and conditions apply to Sparkling Window Cleaning services.

By accepting our service, you enter into the contract with Sparkling Window Cleaning and agree to our terms and conditions.

If you enter into a contract of a 'Monthly' or 'Every Two Months' for residential/ commercial rounds, you agree to have our services every 4 or 8 weeks for the next 6 months after initial clean.

Your initial clean will be charged at the extra charge of your usual/ regular clean.

## Cancellation or Postponement

- If you wish to postpone our services, you must provide at least **30 days' written notice** before the next scheduled date. Failure to do so will result in a full charge for any work scheduled within this period. You may inform us in writing by post, email or text.
- You have the right to cancel any arranged service within 14 days of the initial agreement day with no extra charge. After 14 days, the full charge will apply. If you wish to cancel, the written notice should be given 30 days in advance before the next clean.
- If you wish to postpone the service, **at least one day's prior notice** should be given either by email, telephone, text or in writing. If you fail to inform us of postponement, and we arrive to carry out the service, full payment will be due. Postponed service must be carried out and paid for before we accept a cancellation.
- If you continuously postpone the cleaning service for more than 4 weeks, the extra cost will be chargeable for the next clean. Usually it is a double charge of your normal agreed rate.
- We accept no cancellations or postponements due to rainy weather.
- At times of public holidays, unsuitable weather conditions (strong winds, snow or icy weather), staffing levels and other factors may result in delay or cancellation of service. Sometimes it not possible to predict and inform you of these changes to services in advance; however, the service will resume as normal once the conditions have changed.
- In freezing temperatures, we may deem it necessary to grit areas of excess water. We may also cancel the cleaning service if the weather results in freezing the water on the glass.
- 

## Health and Safety conditions

We will endeavour to clean all windows, but if we deem any window/s to be inaccessible or unsafe to clean, we will not clean them.

We use only purified water for Reach and Wash pole system that does not affect the conditions of cleaning. Heavy rain and hot temperatures do not affect the quality of cleaning.

We advise to ensure that good access is available. Any locked gates at the time of the service will results in us being unable to clean those areas unless the permission of climbing over safely has been granted by you in writing. Areas not cleaned due to customers' fault will still be charged at full rate.

We advise customers to ensure that your premises are safe and clear of various obstacles (garden furniture, pots, decorative items, etc) and enable easy access to all of the windows. Due to insurance liabilities, these must be adhered to. Failure to comply will result in windows left not cleaned.

### **Complaints procedures**

Any complaints must be reported and registered within 12 hours after the service. We accept no responsibility after this time has passed. We reserve the right to refuse the re-clean if the reported service appears to be not genuine.

We do not accept liability for damage caused by ill-fitting windows, doors, fascias, guttering, window/conservatory trims, unsecured windows and doors leaking seals, decorative bars stuck on glass, rotting frames, flaking paint, open/broken trickle vents, and other on your property. Any spotting left on the windows after the use of Pole system might be due to the previously used detergents on your windows. It might take a few cleans for the spotting to disappear.

Any complaints must be reported in writing to [info@sparklingwindowcleaning.co.uk](mailto:info@sparklingwindowcleaning.co.uk)

### **Payments**

Full payment must be received within 7 days of the service or invoice date (unless otherwise stated). If you fail to do this, your account and services may be suspended until such time as the arrears have been settled. To avoid disappointment, put the payment aside in the envelope for the collection or make a payment as arranged at the initial stage.

*Residential properties:* If we arrive to collect the payment a few times, and you happen to forget to prepare the payment, you will be charged a late payment of 3% of you invoice price.

*Commercial properties:* If the payment is not made by the date indicated on the invoice or during the period indicated, the late payment charge of 3% **monthly** will be added to your bill.

*NOTE: We reserve the right to charge you £5 for letters, £10 for legal notices, £20 for returned payments, and any third-party costs involved in tracing you, returned cheques, debt collection and legal action. We also reserve the right to pass unpaid accounts to a debt collector/solicitor for recovery/legal action, to whom we may assign the debt and all rights without restriction.*

Should you dispute an outstanding invoice and claim to have made payment, the onus is on you to prove payment has arrived and cleared. We cannot accept any liability for cheques, postal orders or cash that has been lost in the post. We strongly advise against sending cash in the post. On the day of the service, you will be issued a receipt with the date and the amount due. You must keep this until you settle payment and we sign the receipt. Failure to provide the proof of payment will result in debt.

We aim to ensure customer satisfaction and will do our best to provide you with the good service. Customers must ensure that the terms and conditions are read thoroughly and adhered to.

We reserve the right to amend these terms and conditions without notice.