

## **Terms and Conditions**

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

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

### **Cancellation**

No charge applies if cancellation is within 14 days of the instruction to commence the service. After 14 days, the full charge will apply.

If you wish to cancel our services, you must provide at least 30 days' written notice before the next scheduled date via email [info@sparklingwindowcleaning.co.uk](mailto:info@sparklingwindowcleaning.co.uk). Failure to do so will result in a full charge for any work scheduled within this period.

If you wish to postpone the service, 4 weeks' 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.

### **Terms of frequency**

A 'Monthly' or 'Every Two Months' basis for residential/ commercial rounds is the services of every 4 or 8 weeks for the next 6 months after initial clean and rolls on unless cancelled as per above.

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

### **Our promise**

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. We accept no cancellations or postponements due to bad weather. Heavy rain and hot temperatures do not affect the quality of cleaning.

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.

### **Complaints**

**We take complaints seriously and will take reasonable steps to resolve any issues.**

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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.

### Access

We advise to ensure that good access is available. Any locked gates at the time of the service will result 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.

### Payment

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.

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 your invoice price.

*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.**

### Unforeseen events

At times of public holidays, unsuitable weather conditions, staffing levels and other factors may result in delay or cancellation of service. Sometimes it not possible to predict and inform you of these in advance; however, the service will resume as normal the week proceeding.

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.

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