

Flawless Window Cleaning  
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## **Terms & Conditions**

### **Contract:**

These terms and conditions represent a contract between the contractor and the client. No variation or alteration of the terms and conditions shall be valid unless approved in writing by the contractor. The contractor retains data from customers ie. Name and contact details solely for the use of the contractor for services such as administration.

### **Our work guarantee:**

As our work is guaranteed clients will pay for services the day after our work concludes. The client has 24 hours to notify the contractor if they feel any of our services have not met their expectations and a free reclean will be done. If the client does not notify the contractor within 24 hours a free reclean does not apply.

Please be advised Velux/ Skylights on attic's are not covered in the work guarantee. However Velux/ Skylights on extensions are.

### **Window Cleaning:**

1. We use water fed pole / Reach & Wash System only for exterior window cleaning. Some stains will not be removable such as stickers, paint, cement, construction materials etc.
2. With prior notice and at an additional cost we will remove above materials. Please be advised some permanent stains cannot be removed.
3. We do not clean vents above window frames.
4. Interior windows: it is your responsibility to ensure that windows are accessible and sills and other surfaces are cleared beforehand.
5. We only clean interior windows from a standing height.

## **Gutter Cleaning and Fascia & Soffit Cleaning**

1. Gutter clearing is restricted to clearing only and does not include the removal, repair or replacement of any part of the gutter or down pipes.
2. If gutters require the removal of any leaf guards, gutter brushes or other devices an additional charge may be added and we do not replace said items.
3. For third story gutters or areas inaccessible with a standard ladder the contractor will attempt to clean these areas with the gutter vacuum system. However if the vacuum is unable to clear these areas unfortunately we will not be able to complete the clearing.
4. The fascia and soffits are not cleaned with a standard gutter clearing as they are a separate service.
5. Some stains on the fascia and soffit may not be removable particularly water marks and stains on wooden / metal fascia and soffit.
6. All waste material from gutters will be put in clients brown bin.

### **Payment:**

The client will be sent a payment link via text message the day after the service. If the payment fails / is not collected, the contractor reserves the right to suspend any future scheduled cleanings. If the contractor then fails to receive monies owed within 30 days, they have the right to contact a collection agency to recover the debt, with the Client being liable for all related charges, collection agency fees and court related fees.

Should you dispute an outstanding invoice and claim to have made payment, the onus is on you to prove payment has cleared and arrived.

Any deposits taken prior to the commencement of work are strictly non-refundable.

### **Cancellation:**

If the client wishes to cancel a regular cleaning agreement, they must provide at least 7 days' notice by email, call or text message.

### **Interruptions to service:**

Interruptions or delays to service may occur during the course of the agreement and we have the right to postpone scheduled services. The contractor will notify the client in this instance.

We offer a regular service in all weather conditions, including rain and very low temperatures. However, poor weather conditions including yellow, orange and red weather alerts may cause postponement of scheduled services.

**Health & safety:**

The contractor sees all issues of health and safety as paramount to the service. This includes the wellbeing of its clients, operatives and members of the general public.

If we deem any conditions unfit or hazardous, work will not continue until conditions are improved.

**Ingress & Egress:**

The Contractor operates an automatic schedule of service visits, and so is unable to offer exact times and dates for the regular service. There is no need for the Client to be present at the property for the duration of any clean. Therefore, if the Client is not at the property at the date/time given, full access to all areas to be cleaned must be made available to operatives. This is made possible through side gates being left unlocked, keys left out and/or gate codes given.

Should the Contractor be unable to access any part of the Client's property, the operative will only clean the accessible areas and charge accordingly. The Contractor may be unable to return to clean the restricted areas until the next scheduled clean. To avoid this, please ensure that the Contractor has the correct phone number and email for the SMS/email reminder service.

Due to insurance liabilities, the Contractor will be unable to move any heavy or awkward obstacles.

The Contractor may use ladders to gain access to areas of the property, such as over side gates or walls

**Damages:**

The Contractor is not liable for damage caused by decorative or structural defects at the Client's property. This includes, but is not limited to, decorative bars stuck on windows, rotting frames, flaking paint, open or broken trickle vents, mains water pressure, pumps, wells, gutters, roof tiles, roof capping, cracked windows, window or gutter seals or marked/scratched window panes.

Signed by:

Daniel Murphy, Managing Director.

