

## **CRYSTAL CLEAR CLEANING - TERMS & CONDITIONS**

By placing an order and signing these terms the customer has a written agreement and is bound to Crystal Clear Cleaning Terms and Conditions.

### **REGULAR DOMESTIC CLEANING**

- The customer agrees to sign and return the terms & conditions before the first cleaning visit.
- Crystal Clear Cleaning reserves the right to suspend cleaning services if payment is not made.
- A minimum of 2 hours per cleaning visit applies for all domestic cleaning services.
- The customer agrees to provide a task list and all necessary cleaning detergents and equipment for the required work unless other arrangements have been made with Crystal Clear Cleaning.
- All cleaning equipment should be safe and in full working order.
- Monthly payment will be refunded only if the customer does not require cleaning services for more than 4 consecutive weeks.
- Crystal Clear Cleaning will not be responsible for triggering any alarm systems. The customer should give any special instructions for the deactivation/activation of any household alarm systems.
- The customer understands that the price quoted over the phone or email includes nothing besides cleaning.

### **END OF TENANCY CLEANING**

- Crystal Clear Cleaning reserves the right to amend the initial quotation, should the client's requirements change.
- A minimum duration of 2 hours per cleaning visit applies.
- The customer agrees to provide a task list and all cleaning detergents and equipment (vacuum cleaner, mop, bucket, and portable ladder) required to carry out the service unless other arrangements have been made with Crystal Clear Cleaning. All cleaning equipment provided by the customer should be safe and in full working order.
- If the customer does not have cleaning detergents, Crystal Clear Cleaning will supply all necessary cleaning detergents for an additional cost which will be agreed upon and added to your quote. This has to be requested at the time of the booking.
- The customer is advised that an end-of-tenancy cleaning may take double the length of time required for general cleaning. After Builders Cleaning, After Party Cleaning or poorly neglected homes may take up to three times longer than a well-maintained home requiring general cleaning.

### **ONE-OFF CLEANING / DEEP CLEANING**

- Crystal Clear Cleaning reserves the right to amend the initial quotation, should the client's original requirements change or upon arrival, the job is different from the original agreement.

- A minimum duration of 3 hours per cleaning visit applies.
- The customer agrees to provide a list of tasks and all cleaning detergents and equipment needed for the required work unless other arrangements have been made with Crystal Clear Cleaning.
- All cleaning equipment should be safe and in full working order.
- If the customer does not have cleaning detergents, Crystal Clear Cleaning will supply all necessary cleaning detergents for an additional cost which will be agreed upon at the time of booking.

## **PAYMENTS**

- Payment is requested on completion on the day of the cleaning session.
- Payment can be made by cash, credit or debit card, bank transfer, or standing order.
- The Customer agrees that any outstanding amount owed to Crystal Clear Cleaning can be charged from the debit/credit card the customer provided at the time of the booking.
- If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT). If keys are provided they must open the lock without any special efforts or skills.
- The customer understands that any 'late payments' may be subject to additional charges.
- If payment is not made after 30 days of invoice then the account will be passed to our collections agency, after which a charge of 15% plus Vat on top of the initial invoice due, will be added to the debt. You agree as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.

## **COMPLAINTS AND CLAIMS**

- In the unlikely event that you need to make a complaint or activate our insurance policy, we do require some steps to be taken to ensure that the appropriate action can be taken.
- The customer accepts and understands that poor service, breakage/damage, or theft must be reported within 48 hours from the service date. Failure to do so will entitle the customer to no refunds or recovery cleanings.
- Crystal Clear Cleaning requires the presence of the customer or his/her representative in the beginning and at the end of the cleaning session as an inspection can be carried out and if any corrections, should be made on the same day.
- Crystal Clear Cleaning will not accept a complaint based on an Inventory check report, filed more than 24 hours after the cleaning session.
- Complaints are accepted verbally over the phone or by email to [info@crystalclearclean.co.uk](mailto:info@crystalclearclean.co.uk)
- All fragile and highly breakable items must be secured or removed. Items excluded from liability are cash, jewelry, and items of sentimental value should be removed from areas requiring cleaning.
- Key replacement/locksmith fees are paid only if keys are lost by our operatives.

- Crystal Clear Cleaning agrees to keep all customers\* information confidential.
- In case of damage, Crystal Clear Cleaning will repair the item at its cost. If the item cannot be repaired Crystal Clear Cleaning will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a Crystal Clear Cleaning source upon payment of cleaning services rendered.

## **INSURANCE**

- Crystal Clear Cleaning has Public liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Crystal Clear Cleaning, reported within 48 hours of the service date.
- There is £350 excess on any claim, of which £150 is paid by the customer and £200 by Crystal Clear Cleaning Ltd.

## **OUR CUSTOMER SATISFACTION GUARANTEE**

- The customer understands they are not entitled to any refunds.
- If the customer is not completely satisfied with a cleaning job, Crystal Clear Cleaning will re-clean any areas and items to the customer's satisfaction. Therefore the customer must allow the cleaner to be returned.
- The customer must be present at all times during the recovery clean. Crystal Clear Cleaning reserves the right not to return a cleaner more than once.

## **LIABILITY**

- Crystal Clear Cleaning reserves the right not to be liable for:
- Completing tasks that are not stated on our task list;
- Cleaning jobs not complete due to the lack of suitable cleaning detergents and/or equipment in full working order, hot water, or power;
- Third-party entering or present at the customer's premises during the cleaning process;
- Wear or discoloring of fabric becoming more visible once dirt has been removed;
- Failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods;
- Existing damage or spillage that cannot be cleaned/removed completely using provided by the customer cleaning detergents and equipment or standard carpet cleaning equipment;
- Any damages caused by faulty or not in full working order detergents/equipment supplied by the customer.
- If the customer has items that need special cleaning methods and special cleaning detergents, Crystal Clear Cleaning reserves the right to refuse the provision of the cleaning detergents.
- Crystal Clear Cleaning will advise the client to provide the specific cleaning detergents and to pass cleaning instructions to the sales advisors when placing the order or give instructions to the present cleaner.

## CANCELLATION POLICY

- Customers may cancel or adjust the time of a cleaning visit/s by giving at least 24 hours advanced notice.
- The customer agrees to pay the full price of a cleaning visit if the customer cancels or changes the date/time less than 24 hours before the scheduled appointment.
- The customer agrees to pay the full price of the cleaning visit in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or a problem with the customer's keys.
- The customer may terminate the cleaning service by giving thirty calendar days (30 days) advanced notice in writing(also via email) specifying the last cleaning date and giving a reason.

## AFTER CANCELLATION OF THE CLEANING SERVICE

By entering into a service agreement with Crystal Clear Cleaning, the customer agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the customer by Crystal Clear Cleaning. If the customer wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £300.

<b>Customer Signature</b>	<b>Customer Name</b>	<b>Date</b>
<b>Crystal Clear Signature</b>	<b>Crystal Clear Name</b>	<b>Date</b>