



Established 1950

Member of M.W.C.M.A.

Fully Insured

## Terms and Conditions.

By accepting our quote for window cleaning you are bound by our terms and conditions.

All new Contracts are subject to a Minimum Twelve Month Contract. After this they are automatically renewed on the 1<sup>st</sup> of January for a further twelve Month Term.

Cancelling our services must be done in writing and with confirmation from our Head Office that we have received your letter. It is your responsibility to ensure we have received your letter. We will not be responsible for any communication that is lost in the post or not received for any reason. You can also send your letter by email to [jen.harrison@clearviewofleigh.co.uk](mailto:jen.harrison@clearviewofleigh.co.uk)

We require a Minimum notice period of 3 cleans to cancel a Contract.

Due to the high number of illegal firms that have sprung in recent years, if you wish to cancel your contract after receiving a quote from another firm. Details of any firm taking over your contract are to be forwarded to us including Name, Address, and Insurance Details. This is so these details can be checked with the relevant Authorities to confirm they are in fact Legal! It is also your responsibility to check these Firms are Legal.

If we have arrived to clean your property and you no longer require our services then we reserve the right to charge 50% of the price payable for your clean to compensate for travelling costs and time wasted.

To clean windows at the rear of your property we will need to have access, therefore your gate/garage should be unlocked. Please supply us with your phone number so we can ring or text the night before a clean, 75% of price will be charged if our operatives cannot get access to rear property and our operatives will only clean what is obtainable from the front of your property.

We offer a year round service so this sometimes means that at certain times of the year we will have to clean in inclement weather. Contrary to popular belief rain does not affect the quality of clean as rain water is nearly pure. We reserve the right to decide if the clean should be carried out. If you wish to stop our operatives from cleaning we reserve the right to charge 50% of the normal cost of the clean to compensate for travelling and time wasted.

If you are unsatisfied with the results of clean please phone, within 48 hours to report any poor work or complaints, an operative will, by arrangement, rectify any problems. We accept no responsibility for claims made outside this timeframe.

Any complaint found to not be the fault of our operatives will carry a callout charge of 50% of clean value to cover travelling time and time wasted.

All obstacles should be removed from the area to allow operatives to work in a safe manner also dogs should be removed from the area as well as any animal excrement.

Our operatives will clean all windows, but any windows that are inaccessible or unsafe will not be cleaned.

We will not accept liability for water damage to the property or the items therein where the windows

have been left open prior to a clean or damage to the window or frame causing leakage into the property.

In the event of any accident we will instruct an Insurance Assessor to investigate as to the reason for the accident. Any accident deemed out of our control and as a result of fittings or glass already damaged arising from faulty construction, poorly maintained windows or conservatory roofs will not be accepted and the customer will be liable for any repair or out of pocket expenses.

All claims must be made in writing and addressed to Clearview of Leigh Head Office within 48 hours after the liability has arisen. It is your responsibility to ensure we have received your letter and you obtain a reference number from us relating to your complaint/claim.

Prior to commencing any work a Risk Assessment/Method Statement and H&S Policy will be recorded and produced on request.

All data including Name, Address, Telephone Numbers and Email Addresses collected from customers is used only for information and strictly the use of Clearview of Leigh. Information will not be passed on to third parties and is kept in line with data protection regulations at all times.

Our code of conduct means operatives will remain polite, courteous and remain fully professional at all times please return the favour and show respect towards our operatives.

Payment for any service provided by us must be made within 7 days from date of clean unless on agreed payment terms, not more than 30 Days.

Payment can be made either by Cash, Cheque, Standing Order or Internet Banking. If payment exceeds 30 days a late payment charge of £5 will be added to your account to compensate for all types of communication required to collect payment.

If after unsuccessful attempts to recover the outstanding amount due and the amount remains unpaid after 60 days from date of clean We reserves the right to pass this account over to our legal department and to proceed with court action to recover the debts, legal costs and any added expense incurred with regards to this debt.