

Our Terms and Conditions of Business

By using our service you agree to our terms and conditions of business

1.0 What can I expect

Our pure water cleaning system is very effective at cleaning general dirt from your windows, if you have builders residue (e.g. plaster, concrete and paint etc.) stickers or adhesive, staining/discolouration on windows or frames from chemicals or rust and UV bleaching of frames on your windows, pure water will not be effective at removing these, please ask us for our recommendation on a company that does builders cleans.

1.1 How often will we visit

We offer the choice of every 5 or 10 weekly visits. We ask for some flexibility on time scales due to factors out of our control of a week either side of the time due.

1.2 Bad Weather

We continue cleaning windows in the rain, however Our promise to you is that if the results of the clean are compromised and you contact us within 24 hours we will come back the next working day to carry out a free re clean.

1.3 Turning us away

We will try to be as reliable as we can for you, but we also appreciate the customer being reliable. We will make time and space in our schedule for you. On the day of the clean it is too late for us to replace your clean with another. We reserve the right if turning our team away at the door or cancelling on the day with our office, to charge you the full price expected and/or cancel any ongoing service with us. We also reserve the right to charge the full price expected if access on the day has not been made available or safe by the customer.

1.4 Ending our services

If for one reason or another you should wish to cancel our services you have the right to do so at any time. This can be done by email cleanandclear627@gmail.com

1.5 Complaints procedure

We will always try to provide you with the best possible service every time we clean your windows. If for any reason you are not satisfied with our work, you must contact us within 24 hours of the clean. We will then return the next working day to re clean your windows for free. Please note that complaints made after 24 hours may not be re cleaned. Please note we operate a no refund policy, we will rectify work you are not happy with free of charge provided we are informed within 24 hours of the clean date.

1.6 Confidentiality

All customer information is kept on a confidential database and is not discussed or shared with any individual or company, as is required under the terms and conditions of the data protection act.

1.7 Payments

Customers joining our 5 or 10 weekly rounds are required to pay via our direct debit system Gocardless, which can be set up after completing the booking form. Payments are then automatically collected 5 to 7 days after each clean.

Customers booking one off cleans are also required to pay via our direct debit system. any questions regarding this please call the office.