

# Terms and Conditions

## Cleaning Services

1. Subject to the terms of this Agreement, Oakley Window Cleaning Services agrees to provide cleaning for the Customer at an address specified by the Customer (the "Premises").
2. The Service will be for such cleaning duties as agreed with the Customer at the time of booking.
3. Oakley Window Cleaning Services will provide one or more operatives (the "operative") to attend the Premises to provide the Service agreed between Oakley Window Cleaning Services and the Customer.
4. Oakley Window Cleaning Services endeavour to provide the Service faithfully, diligently and in a timely and professional manner.
5. Oakley Window Cleaning Services will ensure that operatives introduced will hold the legal right to live and work in The United Kingdom.
6. For Services such as a builders clean, speciality cleaning & where extra work or chemicals are needed will be subject to an additional charge.

These terms and conditions constitute the full and complete service agreement (the "Agreement") between you (the "Customer") and Oakley Window Cleaning Services ("Service"). Please take some time to review this Agreement.

## Topics

1. Cleaning Services
2. Satisfaction Guaranteed
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5. Health and safety risks
6. Job quotations & Payments
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8. Exclusions and limitations
9. Accidents, breakage, damage & theft
10. Privacy policy

## Satisfaction Guarantee

Your satisfaction is guaranteed. If you are not completely satisfied with the standard of service provided by the operative, Oakley Window Cleaning Services will return to the premises & re-clean problem areas at a time that is amenable to the operative. You will need to Contact Oakley window cleaning services within 24 hours. (This also includes the rain guarantee, as our operatives are able to work in all weather conditions).

## **Additions and amendments binding**

Before entering in this Agreement the Customer and Oakley Window Cleaning Services will agree a set amount of visits or frequency per week, fortnightly or 4 weekly basis. A regular clean must be for a minimum agreement of 6 Months. A one off service charge is 3 times this cost, which will apply should the 6 monthly service not be accepted.

Any changes to the Service to be provided must be agreed by Oakley Window Cleaning Services prior to the Service Time.

If the Customer requires any additional services or variations at the time the Service is being performed, the

Customer must first contact Oakley Window Cleaning Services by telephone, who may agree to provide the additional services in its absolute discretion.

If the Customer want to change the frequency of the Service the Client should contact Oakley Window Cleaning Services immediately by telephone.

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### **Job quotations & Payments**

The actual price payable by the Customer is calculated per job & extra add-on's will be at additional cost agreed by the parties. All of our prices are excluding VAT, therefore VAT will be added. Prices are reviewed annually by Oakley Window Cleaning Services.

Any price quoted by Oakley Window Cleaning Services is an estimate only based on Oakley Window Cleaning Services experience, without inspection, and based on information provided by the Customer. Subject to this clause, quotes are valid for a period of 30 days from the date of the quote.

If at the commencement or during the course of providing the Service, it is apparent that the actual cost of the Service will exceed the quote provided by Oakley Window Cleaning Services, will provide the Customer with the option to pay an increased fee to complete the Service, or pay the quoted amount without the Service being completed.

Oakley Window Cleaning Services will collect any outstanding monies owed to us. If as a result we have to use a debt collecting agency or county court to secure payment, you agree to pay any debt collecting agency fees, court fees, legal cost, or interest that will occur due to the result of non payment of your outstanding bill.

Full access must be available to the operative, should we not be able to complete a full clean then a charge of 75% of the clean will still be payable to Oakley window cleaning services.

Payment method is on the day of the clean via Direct debit.

### **Complaints**

If the Customer is dissatisfied for any reason with the Service provided, it must inform Oakley Window Cleaning Services within 24 hours of completion of the Service. Oakley Window Cleaning Services strives to achieve 100% customer satisfaction and will endeavour to resolve

the problem quickly and efficiently. We will not consider any complaints that are notified after a period of 24 hours.

### **Accidents, breakage, damage & theft**

While our cleaners will treat your premises with great care accidents can and do happen from time to time. Oakley Window Cleaning Services have public liability insurance. The policy will cover major accidental damage caused by our operatives.

The Customer must inform Oakley Window Cleaning Services of any incident where an accident, breakage, damage to property has occurred due to any act of the operative within 24 hours of completion of the Service.

Any claims reported later than 24 hours after the clean will not be considered. If a report of damage is made on a Saturday it must be reported by Monday 12:00 pm to be accepted as a valid claim.

We may require entry to the location of the claim within 24 hours to correct or assess the problem.

### **Why do sealed units fail**

The main reason sealed units fail is due to temperature. Sealed units are normally subjected to high temperatures in the summer months and freezing cold conditions in the winter. The external temperature has an impact on the double glazing.

The high summer temperature triggers the air trapped between the two panes of glass to expand, causing the centre of the unit to swell like a balloon. As the temperature drops, the air contracts and the unit goes into negative deflection, causing the glass to contract in the middle.

This constant expansion and contraction is called solar pumping, the tension this causes on the perimeter seal eventually causes the seal to fail.

When the seal has failed, moisture is drawn into the unit when the temperature drops and is expelled from the unit as the temperature rises. This daily transfer of air quickly saturates the desiccant crystals inside the spacer bars and moisture condensing on the glass is unavoidable.

Solar pumping is the major cause of sealed unit failure and is abundant on south facing elevations where the units are exposed to high temperatures.

Other causes of sealed unit failure are:

Incorrect fitting

Inadequate framework maintenance

Poor manufacturing

Holes in the seals

Failed or blocked drainage system

Poor transportation

### **Privacy policy**

The Customer acknowledges that any information provided by the Customer may be used by Oakley Window Cleaning Services for the purpose of providing the Service. Oakley Window Cleaning Services agree not to share any information provided by the Customer with any third party not directly involved in the provision of the Service (unless required to do so by law).

### **ENGAGEMENT:**

The Customer acknowledges, that once they give the go ahead of services to commence, that they accept these terms and conditions. They will need to provide the following information to be booked into the cleaning schedule. Providing any of this information is deemed acceptance of these terms.

1. Name/ Company name
2. Address
3. Postcode
4. Home Telephone
5. Work Telephone
6. Mobile Phone
7. E-mail Address
9. Clients signature
10. Date

The Customer agrees to pay the price quoted by Oakley Window Cleaning Services.

We accept the following payment methods from The Customer:

Direct Debit via Go Cardless

We also accept debit or credit card (subject to additional charge).

We can accept cash in some cases and only after agreement between the parties.

Oakley Window Cleaning Services will not share the Customer's card details with a third party.