

TERMS & CONDITIONS

Revised February 2022

By accepting our quotation or by using this website you agree to be bound by the terms & conditions of Clearview Window Cleaning.

Payment Terms

You are required to pay in full within 7 days of the cleaning date. To guarantee this choose to pay by GoCardless direct debit.

If non payment exceeds 30 days we reserve the right to suspend your cleaning. If we then fail to receive monies owed within 90 days, we will pass on your details to a collection agency to recover the debt; you will then be liable for all related charges, collection agency fees and court related fees.

You can switch over to GoCardless direct debit at any time. Just visit the payment page and sign up. No need to contact us.

Weather

Our pure water systems work in all weathers, therefore weather conditions are not an acceptable reason for postponing our services. We offer an all year round regular service. We will clean your property in all weather conditions including rain and very low temperatures.

Access

Should we be unable to access any part of your property due to locked gates we will clean the accessible areas such as the front & sides. We will be unable to return to clean the restricted area until the next scheduled clean. To avoid this please ensure that we have your correct phone number for our SMS text reminder service which we send out the evening before each visit. If you are going on holiday just let us before the text reminder is sent and we will "miss" the clean and you won't be charged.

We will endeavour to clean all windows, but if we deem any windows to be inaccessible or unsafe to clean, we will not clean them.

Please do not ask our window cleaners to carry out unsafe working practises. They do not use ladders for window cleaning or climb on or over fences, roofs and garages.

Due to insurance liabilities we will be unable to move obstacles such as but not exclusive to: flowerpots, garden furniture etc. If these or any other items restrict access to an area of your property we will be unable to clean it.

Cleaning Frequencies

We ask for window cleaning customers to state clearly if the services requested are intended as a "one off clean". If not it is assumed a verbal maintenance contract has been initiated for 4 or 8 weekly window cleaning and you will be obliged to have a minimum of 2 cleans before cancellation of the services can be requested. The total price for the 2 cleans will become payable in full if you cancel our services before the 2 cleans have been completed.

If you are a domestic customer that agreed to a 4 or 8 weekly all year round service and you choose to postpone the cleaning throughout the winter months, you will be charged the "8 weekly" rate for the first clean, once service is re-established.

We are happy to supply a schedule of visit dates for our domestic customers; however this is a guide indicating the week commencement date when we plan to visit, we cannot be held to a specific date or time. With such factors as public holidays, extreme weather, staffing levels, etc, it is not always possible to supply an exact date.

Our regular window cleaning round is approximately 4 or 8 weekly. Staff holidays, sick leave and bad weather can affect our schedule. Also at the end of each year we optimise our rounds so your last clean of the year or your first clean of the New Year may be early or later than usual. Please allow some flexibility.

Damages

Our window cleaners do not accept liability for damage caused by decorative or structural defects at your property, such as, but not limited to, ill fitting windows, doors, fascias, guttering, window/conservatory trims, unsecured windows and doors, leaking seals, loose stuck on lead, decorative bars stuck on glass, rotting frames, flaking paint, open/broken trickle vents, etc.

Our window cleaners accept no liability for decorative bars coming loose or falling from the exterior of the glass. If these bars are correctly installed our brushes will not damage them in any way. If they do become loose or fall off it's because the adhesive is not bonding correctly with the glass. This is because over time the double sided tape used to stick the bars to your glass loses its adhesion.

Scratched glass: The brushes we use are specifically designed for window cleaning and are made of a soft plastic head stock with nylon bristles. There is nothing on the brush which can scratch your glass. There are no metal parts on the brush.

24 Hour Guarantee

We offer a 24 hour guarantee against any work carried out. If you are not 100% satisfied we will come back and re-clean for free. To qualify for a free re-clean you must contact us within the 24 hour time period.

Achieving optimum cleaning results may require a few cleans. For example, detergent residues from previous traditional window cleaning methods may initially cause slight spotting. Leaching can also occur from trickle vents, beading and heavily soiled frames, however in most cases, this will cease after a couple of cleans, once the dirt is removed fully from the frame areas.

Cancellation

If you wish to cancel our services please provide at least 5 days notice via email before the next scheduled date. Failure to do so will result in a 100% charge for any work scheduled within this period. Cancelling your GoCardless direct debit at your bank does not automatically cancel your window cleaning.

We will send an SMS text message the evening before the day of cleaning to remind you to unlock your gates and close your windows/vents for the day. This message is automated and cannot be replied to. Any cancellation notice received after this text message will not be acted upon.

Right to Refuse Work

We reserve the right to refuse certain work/jobs even if we have taken payment in advance from you for the service to be carried out. The advance payment does not constitute a verbal or written contract between us. If we refuse the work/job on sight a full refund of any monies will be paid.

We reserve the right to amend these terms and conditions without notice.