

Client Terms & Conditions



As with most service providers we have terms and conditions of service.

All of our clauses are fair and commonplace across a variety of industries. Our terms are intended as a reference document only as we do not hide behind or rigorously enforce every single clause. We always try to be fair, both to ourselves and to you the client. In the unlikely event of a dispute, misunderstanding or complaint, we will always offer a fair settlement usually weighted in the clients favour. As a business, we are extremely dependent on repeat business and referrals from our client base; to ensure customer satisfaction and outstanding service delivery we are always prepared to go 'the extra mile'.

Your Agreement: By instructing Careful Care Cleaning either verbally, by telephone, e-mail, fax or website, you as the client agree to be bound by Careful Care Cleaning terms and conditions. These terms and conditions shall be governed by the relevant United Kingdom laws. Should a legal dispute arise, the client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Careful Care Cleaning reserves the right to amend our terms and conditions without prior notice.

YOUR OBLIGATIONS

- To provide a safe working environment for our staff (all cleaning equipment should be safe and in working order; securely fixed wardrobes, shelves, cupboards, mirrors and pictures)
- To provide all necessary cleaning equipment and cleaning materials where appropriate (vacuum cleaner, mop, bucket, gloves, dusters etc) - Unless agreed prior to commencing the work schedule.
- The Client is responsible for providing access to the property at the scheduled time. The Client 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 problem with customer's keys.
- Careful Care Cleaning will not be responsible for triggering any alarm systems. The Client should give any special instructions for deactivation/activation of any household alarm systems. If your cleaner doesn't have your alarm systems codes, please make sure your alarm system is switched-off on the day when your cleaner arrives.
- To ensure that our cleaners have hot running water and electricity in order for them to clean your property.
- If your scheduled service day falls on a public holiday, we will attempt to re-arrange an alternative date. However, this cannot be guaranteed.
- The Client is liable for an employment referral fee of £500.00 per person, should she/he directly employ (either legally or on a cash basis) anyone currently employed/sub-contracted by Careful Care Cleaning, or employed/sub-contracted by Careful Care Cleaning within the 1 year period prior to such employment. The Client agrees to pay this fee whether she/he notifies the Company of his action or the Company discovers this employment independently at any time after it occurs. The Client further agrees to reimburse the Company for any and all collection or legal fees the Company incurs in collecting this fee.

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INSURANCE

We are fully insured for public liability and employers' liability. Careful Care Cleaning reserves the right not to be responsible for any damages caused by inappropriate cleaning materials provided by the client.

The client agrees and is in full awareness that in case of damage/breakage caused by representatives of Careful Care Cleaning it has to be reported immediately or no later than 24 hrs after the service has been performed. Please note no claims can be made against Careful Care Cleaning after 24 hours time limit.

- Our accidental damage insurance is subject to an excess of £250. We will look at each small claim on a case by case basis. However please see bullet points 3 & 4 below.
- The client agrees to provide Careful Care Cleaning with all required information regarding damage caused by our team members, including photographs where possible.
- Our cleaners will not perform any cleaning of any antique, delicate, sentimental or valuable items. However if such cleaning services has been especially requested please note that Careful Care Cleaning does not take any responsibility for any accidental damage to your antique, delicate, sentimental or valuable items.
- Our team members make every effort not to break items but accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason Careful Care Cleaning request all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning team members.
- The standard regular domestic cleaning does not include laundry service. However if laundry services has been especially requested please note that Careful Care Cleaning does not take any responsibility for damaging client's clothing/linen.
- Please note that if you ask your cleaner to iron your clothes, marked "dry cleaning only", we will not be able to accept any responsibility if any damage done to your clothes as a result.

PAYMENTS

- You will be invoiced monthly on or around the last day of the month unless agreed in writing otherwise. Failure to pay invoices by return as stated on the invoice will incur a late payment charges of £5 for every delayed payment. We do allow a 7 day period of grace as we do understand that minor delays are possible. Please note all accounts well beyond our credit terms will be passed to our debt collection agency. These accounts will also be subject to any legal costs incurred in obtaining settlement.
- We prefer payment by BACS, however, cheque or cash payments are also accepted. Please write down your name and invoice number as a reference when making the payment. If paying by cheque the Client will be responsible for all bank and legal charges resulting from a dishonoured cheque.
- Customer understands that any 'late payments' may be subject to additional charges.

COMPLAINTS AND CLAIMS

- If the Client is dissatisfied with the work, a cleaner must be allowed to return and re-do the job at no extra charge. Complaints are accepted verbally over the phone and in writing (letter or email). Complaints must be reported on completion or in the following 24-hour the Careful Care address as shown on invoices, website etc.
- Careful Care Cleaning may take up to 7 working days to respond to a complaint.
- Customer must be present at all times during the recovery-clean. Careful Care Cleaning reserves the right not to return a cleaner more than once to rectify and problem.
- Careful Care Cleaning reserves the right not to be liable for completing tasks which are not stated on our task list.

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CANCELLATION

- Customer may cancel or adjust the time of a cleaning visit/s by giving at least 24 hours advanced notice.
- Customer agrees to pay the full price of a cleaning visit if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment.
- Customer may terminate the cleaning service by giving two-weeks (14 days) advanced notice and specifying the last cleaning date.