

Terms and Conditions

NOTE - PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE FROM TIME TO TIME AND AT THE SOLE DISCRETION OF **CLEAN AGENTS LTD**. **CLEAN AGENTS LTD** WILL NOTIFY CLIENTS OF AMENDMENTS TO THESE TERMS AND CONDITIONS ON THE **CLEAN AGENTS LTD** WEBSITE OR BY EMAIL.

These Terms and Conditions confirm a service contract between the Client and **Clean Agents Ltd**. To terminate the contract a notice period of 1 month is required. This applies to both the client and **Clean Agents Ltd**.

Services

The customer agrees to sign and return the agreement prior to any services being delivered by **Clean Agents Ltd**.

The client understands that the price quoted will include the provision of cleaning staff, equipment, and product where specified.

The Client must provide access to the property at the scheduled time. Failure to do so could incur a cancellation cost.

Time scale of the service provided will be specified by **Clean Agents Ltd** and agreed by the client prior to the service commencing.

The client must provide running hot water and electricity at the property where the service is conducted.

Clean Agents Ltd will do their best to make sure that your appliances are cleaned to a high standard. However, if they have not been cleaned since they were purchased regrettably **Clean Agents Ltd** will not be liable for ingrained dirt that cannot be removed using **Clean Agents Ltd** cleaning products.

Clean Agents Ltd will do their best to make sure that your property is cleaned to a high standard. However, if the property has not been cleaned for some time or is in a state of disrepair, regrettably **Clean Agents Ltd** will not be liable for ingrained dirt that cannot be removed using **Clean Agents Ltd** cleaning products.

By entering into an agreement with **Clean Agents Ltd**, the client agrees that during and up to 12 months after the termination of the cleaning service that they will not hire or use any cleaning services provided by a present or past cleaner introduced to the client by **Clean Agents Ltd**. If the client wishes to hire or use domestic services provided by such a cleaner within 12 months, then they must pay **Clean Agents Ltd** a referral fee of £800.

Cancellations

The client may cancel or reschedule their cleaning service by giving **Clean Agents Ltd** at least 48 hours' notice. Failure to provide **Clean Agents Ltd** with the required notice will result in a 'cost of clean' cancellation fee.

Clean Agents Ltd reserve the right to refuse any cleaning job if the condition of the property is hazardous to the health and wellbeing of their staff.

Clean Agents Ltd have the right to cancel a service in cases where an accident or any unexpected circumstances have befallen the assigned cleaning staff member/team.

Claims

No refund claims will be considered once the cleaning service has been carried out.

All services shall be deemed to have been carried out to the client satisfaction unless written notice is received by **Clean Agents Ltd** with the details of the complaint within 24 hours of the work being complete. **Clean Agents Ltd** will fully investigate any complaint and attempt to resolve it to the satisfaction of the client, or alternatively to a reasonable standard.

The client agrees to allow **Clean Agents Ltd** back to re-clean and inspect any disputed areas/ items before arranging a third party to carry out services.

In case of damage proven to be caused by **Clean Agents Ltd**, the company will repair the item at its cost. If the item cannot be repaired the company will rectify the problem by crediting the customer with the items present actual cash value toward a like replacement.

While **Clean Agents Ltd** staff make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, the company requests all irreplaceable items be stored away/or not cleaned by the staff member.

Clean Agents Ltd are not responsible for any existing damage to client's property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative using the industry standard cleaning methods.

Insurance – Any work undertaken by **Clean Agents Ltd** is covered by a Public Liability Insurance.

Pricing and Payment

The Client will be invoiced, the client must make payment via electronic bank transfer within 28 days of the invoice date. Other payment terms and payment methods can only be accepted by prior agreement with **Clean Agents Ltd**. All prices quoted include a 10% discount for prompt payment within 28 days of invoice. Late payments may result in the re-invoicing at pre-discounted prices for all services delivered.

Clean Agents Ltd charge an additional 25% surcharge for cleaning on bank holidays. This is passed on to the staff who complete the work (this includes the whole bank holiday weekend in the case of Easter and the Christmas period between 23rd December and 3rd January). On the days when this surcharge applies the client may choose to:

- Clean as normal – resulting in a surcharge of 25% on your usual cleaning charge
- Cancel your weekly clean and resume asap

Clean Agents Ltd reserves the right to suspend cleaning services if payments are missing and in arrears.

We are closed on Christmas Day, Boxing Day and New Year's Day. Should you urgently require cleaning on these days, please feel free to contact us and discuss our availability and rates on these days