



GoCardless Direct Debit FAQs

I don't want to pay by direct debit can I pay by another method?

All new customers are required to pay for their window cleaning by GoCardless direct debit. GoCardless direct debit is the safest way to pay, no late payment charges apply and you are covered by the direct debit guarantee. Payment is only taken if we have cleaned your windows.

How will I know when my GoCardless payment will be taken?

GoCardless payments are collected 5-7 days after your windows have been cleaned. You will receive an email from GoCardless prior to your payment being taken informing you the amount due and the date that the payment will be collected.

Is GoCardless a monthly direct debit?

No, GoCardless only asks for a payment when a job is complete. It's perfect for collecting regular payments such as 4 or 8 weekly window cleaning.

I haven't had my windows cleaned, will payment still be taken automatically?

No, payment is only ever taken if your windows have been cleaned.

Can I cancel or stop this payment method if I don't want to use it anymore or if I cancel my window cleaning service with you?

Yes, you have full control as you would with any Direct Debit payment set up.

Can GoCardless take one-off payments for the other cleaning services you offer?

Yes, if you're on our regular window cleaning round and pay via GoCardless direct debit we can use your direct debit to collect one off payments for gutter cleaning, fascia and conservatory cleaning.

How do I sign up for GoCardless direct debit?

Look out for the GoCardless logo on our website and enter first line of address and click "pay with GoCardless"

There was no access available for the back, what happens regarding payment?

If your gate is locked when we attend, we will simply clean the accessible windows and charge accordingly or charge the full price and leave a note asking you to contact us when your gate is open.