



## **Terms & Conditions**

By using our service you agree to our terms and conditions of business.

### **1.0 Initial visit**

For your first clean only there is a one off charge to cover the additional time taken on the initial clean, this varies with house size and frequency of ongoing cleans, this will be explained when signing up.

#### **1.05 What can I expect**

Our pure water cleaning system is very effective at cleaning general dirt from your windows, if you have builders residue (e.g. plaster, concrete and paint etc.) stickers or adhesive, staining/discolouration on windows, frames from chemicals or rust and UV bleaching of frames on your windows, pure water will not be effective at removing these, please notify us when we call to arrange your first clean.

#### **1.1 How often will we visit**

We offer the choice of every 4 or 8 weekly visits. We ask for some flexibility on time scales due to rain and other factors of a week either side of the time due.

#### **1.2 Bad weather**

We will always try to not clean your windows in the rain, however we do still work in light rain or short showers. Our promise to you is that the results will still be the same. If rain is heavy, we will not clean your windows. The clean will carry over to the next working day.

#### **1.3 Turning us away**

We will try to be as reliable as we can for you, but we also appreciate the customer being reliable. We will make time and space in our schedule for you. On the day of the clean it is too late for us to replace your clean with another. We reserve the right if turning our team away at the door or cancelling on the day with our office, to charge you the full price expected and/or cancel any ongoing service with us. We also reserve the right to charge the full price expected if access on the day has not been made available by the customer.

Moore's Window Cleaning will send an SMS text message the evening before the day of clean 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.

#### **1.4 Ending our services**

If for one reason or another you should wish to cancel our services you have the right to do so at any time. This can be done by email to [info@mooreswindows.co.uk](mailto:info@mooreswindows.co.uk)

#### **1.5 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 it's adhesion.

**Scratched window sills:** Over time your UPVC window frames will start to oxidise and slowly lose their colour. Your windows sills will be the most effected. When we are cleaning your windows our brush head which is made from soft plastic with nylon bristles, may remove some of the oxidation. This may look like scratches but in fact it's just where the grey oxidation has been removed. We will not be held responsible for returning your windows back to "as new" condition.

**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. If you feel that we have caused damage to your glass we will bring over a brush and ask if you can scratch the glass again. If you succeed we will pay to replace the glass.

## **1.6 Complaints procedure**

We will always try to provide you with the best possible service every time we clean your windows. If for any reason you are not satisfied with our work, you must contact us within 24 hours of the clean. We will then return the next working day to re clean your windows for free. Please note that complaints made after 24 hours may not be re cleaned. Please note we operate a no refund policy, we will rectify work you are not happy with free of charge provided we are informed within 24 hours of the clean date.

## **1.7 Confidentiality**

All customer information is kept on a confidential database and is not discussed or shared with any individual or company, as is required under the terms and conditions of the data protection act.

## **1.8 Payments**

Customers joining our 4 or 8 weekly rounds are required to pay via our direct debit system GoCardless which can be set up on our website. Payments are then automatically collected 5-7 days after each clean.

Customers booking one off services, such as gutter clearing or one-off window cleaning, who are not joining our regular rounds are required to pay in advance or with cash on job completion.

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

**Updated - September 2021**