



# Terms and Conditions



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## Introduction:

These Terms and Conditions apply to our services by Kent Klear Window Cleaning Services and it's Contractors to the client, as described below. It explains what service we provide, how we'll rectify any issues and how we expect payment to be received within the timescale and what we would do with the service after payment delays, and if some of this continues to apply even if your agreement with Kent Klear with us ends.

Where necessary we will use Sub Contractors and self employed individuals who will provide parts of the service for us to you.

## Our Services:

We provide the following services.

### Cleaning:

- Window Cleaning on Front, Sides, Backs and Insides of Commercial or Residential properties which includes all UPVC frames and sills;
- Fascia, Soffit and Gutter Cleaning Inside and Out;
- Solar Panel Cleaning;
- Conservatory Window Cleaning;
- Conservatory Roof Cleaning;
- Jet Wash Cleaning for Pathways, Patios, Commercial Buildings, Driveways, Steps, Walkways, Walls;
- Builders Cleans;
- Cladding;
- Skylights.

### Cleaning Methods:

- Reach and Wash;
- Traditional.

### Regularity:

- 4 weekly;
- 8 weekly.

### Payment Methods:

- Bank Transfer;
- Paypal;
- Cheque;
- Cash at Clean;
- PayM;
- Postal Order.

### Communication:

- Text the Day Before;
- Email the Day Before;

- Call the Day Before.

This notification, is also re-activated during last minute changes, sickness of a Cleaner, vehicle breakdown, weather changes or lack of light which has come about because of any of the above last minute changes.

#### **Personal Account Reviewer:**

You will be assigned a Personal Account Reviewer so you are always dealing with the same individual, the only time this will change will be due to:

- Sickness or Holidays;
- Expansion in which you will be assigned a new Personal Account Reviewer, this should happen if at all, fairly early on in your agreement with us;
- Recruitment Changes.

#### **Which Method:**

We always start with Reach and Wash unless there is a specific reason not to do so, for example a Period Property which has the very old putty holding in the windows.

#### **The reasons we may change from one method to another:**

- Your preference;
- The windows do not suit one method over another;
- Health and Safety dictates that it's unsafe to use a ladder at your property;
- Air Vents causing continuing issues.

#### **Feedback:**

Feedback is incredibly important to us. It enables us to know we have given your property the best clean. We cannot always know what has taken place after we have left and the water has dried.

#### **Special Cleans:**

Special cleans need to be booked in and will likely not be possible to be done at your usual window clean. Please contact the office to arrange this.

#### **Regularity:**

##### **Switching between 4 and 8 weekly:**

We will at your request change your cleaning regularity from 4 weekly to 8 weekly or in the reverse at your request. However we reserve the right to switch this at the right scheduling point if we feel that we will not be able to clean it on the 8 week schedule that you request it from.

##### **Weather:**

We do our utmost to continue cleaning during most weather conditions, however we do not clean during heavy and persistent rain, ice, hail, heavy snow and snow which has fallen and has settled which could cause our cables to freeze. We will also assess any high winds and judge on an area to area basis, if the wind is too strong to clean with the Traditional method and will advise you accordingly. If you do not wish it to be done at all, please contact the office.

##### **Sickness and Cleaners:**

Obviously every now and again a Cleaner will be ill, as we are a small team, we cannot guarantee if sickness will affect cleaning, it may be that we team up 2 members to get through double the amount of work, but it may be that we cannot clean until the cleaner is back to work. We will notify all clients if their clean that is scheduled, is affected.

#### **Payment:**

We expect payment within 3 weeks of your clean. Whether you are a 4 weekly client or an 8 weekly client. We will at our discretion send a reminder for you to make payment.

If payment isn't received within 3 months of a clean, your agreement is terminated and the amount owing will still be due. We will continue to make contact until the payment is received, but if payment is not received we will visit to collect

the payment in person.

Clients that have had less than 7 cleans, will be under the 1 Wash Policy, this means that you will not receive another clean until the balance is cleared. Clients that have been with us for longer than 7 cleans will be under the 2 Wash Policy. Those under the 2 Wash Policy are expected to clear the balance within 1 week of the 2nd clean. Again payment is expected and if not received a further clean will not take place until the balance is cleared.

If there is a dispute over a clean and you are withholding payment until this clean is rectified, please ensure you have made contact with the office to discuss this. We expect contact made within no later than 7 days of the clean taking place and 7 days given to us to rectify the situation to enable you to be happy to make payment. If no contact is made, we assume that all went well at the clean and that you are happy to make payment. Failure to follow this will result in us expecting full payment, as you haven't given us the opportunity to fix any issues.

We will only accept your refusal to make payment if you can prove a bad clean has not been rectified. We will take pictures after this revisit to prove that we have left the windows in the condition that you expect them to be cleaned.

### **Privacy Policy:**

Due to new legislation, we have also updated our Privacy Policy and this can be reviewed at anytime by going to our facebook page. If you do not have access to this, a copy can be requested by calling the office. In essence please note that no data is passed on to a third party, all data is kept secure at all times.

### **Cancellation Policy:**

You are of course entitled to cancel our service at any time. Please notify us in good time, prior to your next clean, and handwritten by either text, email or post. As part of our continuation to improve our service we would like a reason and if we can a chance to fix the issue. If you do not receive notification that I have received the cancellation message and we clean you may still be charged, so if necessary use a second method to communicate your cancellation message. Our Cancellation Policy ensures that those that cancel, any balance is still owing, is still due to pay for that clean.

### **Agreement:**

This Policy along with the quote given at the initial meeting, gives you all the information to enter into the agreement. With each clean you confirm you are happy with the agreement, unless we hear otherwise, all balances are due unless we have failed to meet the service we expect to deliver, which could include a failure to return to a clean to re-do the work if you are unhappy with our initial clean. Please refer to our opening statement and Customer Satisfaction paragraphs as to how we ensure you are happy with our service. A welcome letter is delivered at your first clean where possible if not then at your second, to give you more information about us and our service to you.

Kent Klear Window Cleaning Services

[www.kkwcs.com](http://www.kkwcs.com)

Issued by Kent Klear Window Cleaning Services

Registered Office: 6 St Aidan's Way, Gravesend, Kent, DA12 4AQ.

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