

CLEANER PLANET TERMS AND CONDITIONS

The following terms and conditions apply to all cleaning services offered by Cleaner Planet. By accepting a quote either verbally or in writing or ordering a service from Cleaner Planet you are agreeing to the following terms and conditions. These terms and conditions are available on request at any time

1. SERVICES

1.1 GENERAL CLEANING

1.1.1 The customer agrees to abide by these terms and conditions at all times - any disputes arising by not following these terms and conditions will not be entered into.

1.1.2 Minimum fee equivalent to 2 hours per cleaning visit applies for all cleaning services.

1.1.3 The sales advisors can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.

1.1.4 Cleaner Planet agrees to provide all necessary cleaning detergents and equipment for the required work, unless other arrangements have been made with Cleaner Planet. There must be a supply of hot water and electricity at any premise to be cleaned.

1.1.5 If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.

1.1.6 Cleaner Planet will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

1.1.7 There is no minimum contract for any aspect of scheduled cleaning - you may terminate our services with 7 days notice, if the event that less than seven days is given there may be a cancellation fee payable which in most cases will be 50% of usual weekly cost.

1.2 END OF TENANCY CLEANING

1.2.1 Cleaner Planet reserves the right to amend the initial quotation, should the client's original requirements change.

1.2.2 If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.

1.2.3 Minimum duration of 2 hours per cleaning visit applies.

1.2.4 Customer agrees to provide a task list unless other arrangements have been made with Cleaner Planet. All cleaning equipment & materials will be provided by Cleaner Planet.

1.2.5 The customer is advised that an end of tenancy cleaning may take double the length of time required for a general cleaning. After Builders Cleaning, After Party Cleaning or Badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning.

1.3. ONE-OFF CLEANING / SPRING CLEANING

1.3.1. Cleaner Planet reserves the right to amend the initial quotation, should the client's original requirements change.

1.3.2. Minimum duration of 3 hours per cleaning visit applies.

1.3.3. Customer agrees to provide a task list unless other arrangements have been made with Cleaner Planet. All cleaning equipment & materials will be provided by Cleaner Planet.

1.3.4. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.

1.3.5. The customer is advised that an end of tenancy cleaning may take double the length of time required for a general cleaning. Post Construction/ After Builders Cleaning, Post Party Cleaning or Badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning.

1.4. CARPET CLEANING & UPHOLSTERY CLEANING

1.4.1. Cleaner Planet reserves the right to amend the initial quotation, should the client's original requirements change.

1.4.2. If the customer has a dog, cat or other hairy pet then an extra charge will be added to the service price due to the extensive amount of animal hair slowing down the cleaning process.

1.4.3. The client understands that additional Parking charges may apply.

1.4.4. All carpet/upholstery cleaning orders are subject to £40.00 minimum charge.

1.4.5. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.

2. PAYMENTS

2.1 Payment can be made in cash on completion of the service

2.2 Payment can be made by cheque on completion, please make the cheque payable to 'Craig Mullins'. If paying by cheque, a cheque guarantee card is required and the customer will be responsible for all bank and legal charges resulting from a dishonoured cheque.

2.3 Customer understands that any 'late payments' may be subject to additional charges.

2.4 The customer agrees to pay all outstanding balances within 7 days from date of invoice - non payment will incur a charge of 2.5% per 7 days overdue or £25.00 per month whichever is the greater.

2.5 Cleaner Planet reserves the right to suspend cleaning services if payments are not met within 28 days from date of invoice.

3. COMPLAINTS AND CLAIMS

3.1 The customer accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.

3.2 If the customer has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been carried out.

3.3 Cleaner Planet will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.

3.4 Complaints are accepted verbally over the phone and in writing (letter, e mail or Fax). Complaints must be reported on completion or in the following 24-hour with the exception of a Saturday service where all claims will need to be made by end of trading on the same day

3.5 All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value (the customer will be credited with the items present cash value), art and antiques.

3.6 Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit.

3.7 Cleaner Planet agrees to keep all customers' information confidential.

3.8 In case of damage Cleaner Planet will instruct it's insurance company to commence a claim.

4 INSURANCE

4.1 Cleaner Planet has a Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Cleaner Planet, reported within 24 hours of service date.

4.2 Cleaner Planet reserves the right to refuse to share any of the confidential company's documents.

5. CUSTOMER SATISFACTION

5.1 Customer understands that he/she is not entitled to any refunds unless notified within 24 hours of cleaning work undertaken.

5.2 If the customer is not completely satisfied with a cleaning job, Cleaner Planet will re-clean any areas and items to customer's satisfaction. Therefore customer must allow the cleaner to be returned should the cleaner not be given this opportunity then a reduction in the cost may be made at Cleaner Planet discretion.

5.3 Customer must be present at all times during the recovery-clean. Cleaner Planet reserves the right not to return a cleaner more than once.

6. LIABILITY

6.1 Cleaner Planet reserves the right not to be liable for:

6.1.1 Completing tasks which are not stated at the outset of any work to be carried out;

6.1.2 Cleaning jobs not complete due to the lack of hot water or power;

6.1.3 Third party entering or present at the customer's premises during the cleaning process;

6.1.4 Wear or discolouring of fabric becoming more visible once dirt has been removed;

6.1.5 Failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods;

These terms & conditions may be subject to change at any time without notification.