



**Terms of Business for
Commercial & Residential Properties**



Commercial and Residential Terms of Business

By booking/using our services, you accept our terms and conditions of trading.

These terms and conditions of trading are applicable for Wyke Window Cleaning Services, and any other trading name we choose to trade under.

All goods and services shall remain the property of Wyke Window Cleaning Services until paid for in full.

If you wish to postpone our services you must provide at least 72 hours' notice before the next scheduled date. Failure to do so will result in a 50% charge.

You agree to give 60 days' written notice as a commercial client or 30 days' written notice as a residential customer of termination of services. Failure to do so will result in a 100% charge for any work scheduled within this period. If, as a commercial client, your contract with us runs to a specific date, and not on an ongoing basis, cancellation of our services will cost the full remaining contract value.

If we have arrived to work, then we cannot accept a postponement, unless work is being carried out to the property/premises. A 50% charge will be payable for failing to give 72 hours' notice of postponement or a 100% charge for cancellations. You cannot cancel our services until any postponed services have been carried out. If you do, these will also be chargeable.

Should you join our 4 or 8-weekly **residential** rounds we will usually (at the discretion of Wyke Window Cleaning Services) not charge the fee for a one-off/initial clean, but instead charge only the standard repeat fee charge (typically 50% the cost of a one off/initial clean). You enter our 4, or 8-weekly **residential** rounds on the basis that you will have a minimum of 4 repeat cleans after the initial clean. Should you cancel our services before a minimum of 4 repeat cleans have taken place then a cost adjustment of 100% (the previously reduced 50%) will become chargeable and invoiced as a cost adjustment.

We will endeavour to clean all windows, but if we deem any window/s to be inaccessible or unsafe to clean, we will not clean them.

Our pure water systems work in all weathers, therefore weather conditions are not an acceptable reason for postponing our services. We can clean your home/premises in all conditions without affecting quality, including rain and temperatures down to minus 12 degrees, but excluding electrical storms and high winds.

In freezing temperatures, we may deem it necessary to grit areas of excess water. We accept no liabilities for any staining that may occur as a result.

For cover under our re-clean guarantee, register complaints within 24 hours' of the clean. All re-cleans are at the discretion of Wyke Window Cleaning Services. Any complaints received after the 24-hour period are also at our discretion.

We do not accept liability for damage caused by decorative or structural defects, or conditions at your property/premises, such as, but not limited to, ill-fitting windows, doors, fascias, guttering, window/conservatory trims, unsecured windows and doors, leaking seals, decorative bars stuck on glass, rotting frames, open trickle vents, etc.

Should we be unable to access any part of your property/premises due to locked gates etc, we will only clean the accessible areas, such as front or side/s. this will typically be charged at 75% of the total clean cost. We will be unable to return to clean the restricted area until the next scheduled clean. To avoid this, please ensure safe access is available. We will only find a safe method of climbing over locked gates and walls if you have given prior consent. If you would like Wyke Window Cleaning Services to hold a key or give us permission to climb over your gate/wall, please let us know.

Due to insurance liabilities, we will be unable to move obstacles such as but not exclusive to: flowerpots and garden furniture. If these or any other item we deem to restrict access to an area of your property/premises, we will be unable to clean it.

Full payment must be received within 30 days (commercial) and 7 days (residential) of the invoice date (unless otherwise stated). If you fail to do this, your account and services may automatically be suspended (Wyke Window Cleaning Services reserve the right to overrule this) until such time as the arrears have been settled.

For late payments, we will charge interest at 2.5% a month while the account remains unpaid. We require you to pay our expenses and legal costs incurred in obtaining payment on an indemnity basis. We reserve the right to charge you £5 for letters, £10 for legal notices, £20 for returned payments, and any third-party costs involved in tracing you, returned cheques, debt collection and legal action. We also reserve the right to pass unpaid accounts to a debt collector/solicitor for recovery/legal action, to whom we may assign the debt and all rights without restriction.

Should you dispute an outstanding invoice and claim to have made payment, the onus is on you to prove payment has arrived and been cleared. We cannot accept any liability for cheques, postal orders or cash that has been lost in the post. We strongly advise against sending cash in the post.

Achieving optimum cleaning results may require a few cleans. For example, detergent residues from previous traditional window cleaning methods may initially cause slight spotting. Leaching can also occur from trickle vents and beading, however, this will cease once the dirt is removed fully from the frame areas.

Residential Only

A one-off/first-time clean is typically twice the cost of a repeat clean. If you become a regular customer of Wyke Window Cleaning Services, we will discount this cost by 50% (not applicable to customers who have postponed and re-established our services). However, should you cancel our service before we have performed 4 repeat cleans (on 4 or 8-weekly rounds), we will charge you the previously discounted 50%.

We are happy to send you a schedule of works. However, these are a guide to when we are due in your area, and we cannot be held to a specific date. With such factors as public holidays, bad weather, etc, it is impossible to give an exact date.

We 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. Should they become loose or fall, this is due to the adhesive not bonding correctly with the glass and coming into contact with dust and rain.

For works in-excess of £100.00 we kindly ask for a deposit of 50% of the agreed price on booking our services.

We agree to the above terms of business for Cleaning Services by Wyke Window Cleaning Services:-

Sign:_____

Print:_____

Date:_____