



Terms and Conditions

1: All our work is offered with a 100% guarantee, if you are not happy with the quality of your cleaning **please contact us within 24 hours** and we will return to clean the affected window without charge. (100% guarantee does not cover Velux windows or Window sills).

2: Our 'night before' text service is not provided as a point to cancel the service, **as we have only limited spaces on our round per day, we will not accept cancellation the night before your clean.**

3: The Neighbourhood Wash will provide an **all year round service 12 months of the year.** The Window Cleaning is on a six weekly basis agreed upon at initial consultation, (other frequencies are available for commercial customers). **Our minimum contract is 6 cleans. We do not offer a jump on jump off service.** (I.e. not this time or see you in the spring).

4: If you wish to postpone or terminate our services, you must provide at least **14 days'** written notice before the next scheduled date. Failure to do so will result in a 100% charge for any work scheduled within this period, this allows us time to fill your slot on the round.

5: We will not accept any doorstep cancellation or deferment of service and will apply a charge of £10.00 to defray cost of arriving.

6: Please clear up after your dog. We may be unable to clean all of your windows if there is excessive dog mess in your garden, however the regular cleaning price will still be charged.

7: 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 be charged at your normal clean price. 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 may not be able to clean windows that are open, so please ensure all windows are closed.

8: The Neighbourhood Wash will clean your windows in most weather conditions to meet our service promise to you, in the event of heavy rain, snow or hard frost we will clean your windows at the next time slot we have available. We do not work in very strong winds or electrical storms as this would be hazardous. Our pure water systems work in all weathers without affecting quality.

9: **Payment is expected within 7 days'** of your property being cleaned. We accept cash and bank transfer, we are **unable** to accept cheques. After each clean we will leave a card with the payment details. If not paid within a week, there will be charge of up to £1.00 per day until payment is received in full. If for any reason the customer defaults on payment, The Neighbourhood Wash retain the right to seek payment by legal means. All costs will be payable by the defaulting customer. Payment may not be withheld as a means of re-negotiating the cost.

10: If we need to enter your neighbour's property to be able to clean some of your windows please seek their permission before the clean is due.

11: The Neighbourhood Wash will not be held responsible for any damage made prior to cleaning of glass or frames. We will inform you were possible of such damage prior to commencing cleaning. 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, fascia's, guttering, window / conservatory trims, window vents, unsecured windows and doors, leaking seals, water entering your property, decorative bars stuck on glass, rotting frames, flaking paint, open/broken trickle vents, we accept no liability for decorative bars or vents coming loose or falling from the exterior of the glass. If these bars/ vents are correctly installed, our brushes will not damage them in any way.

The Neighbourhood Wash will apply these terms in a fair minded and reasonable manner, please talk to us if you have any issues.

The Neighbourhood Wash, 14 Methuen Road, Bournemouth, BH8 8NB.

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