

# Terms of Service

## ViewPure Window Cleaning

Last Updated: 17/03/2025

## 1. Introduction

Welcome to **ViewPure Window Cleaning** (“we,” “our,” or “us”). We provide **residential exterior cleaning services**, including **window cleaning, gutter vacuuming, and fascia & gutter washing**. By using our services, you agree to these **Terms of Service**.

## 2. Services Provided

We offer the following **residential cleaning services**:

- **Window Cleaning** – Cleaning of **external glass, frames, sills, and doors** as standard.
- **Gutter Vacuuming** – Removal of debris from gutters using a vacuum system.
- **Fascia & Gutter Washing** – Cleaning of the exterior surfaces of fascias, soffits, and gutters.

We do **not** clean **internal windows** or offer commercial cleaning services.

### Window Cleaning

- We offer **one-off window cleaning** or a **6-weekly cleaning schedule**.
- Our 6-weekly window cleaning service is offered with a **minimum commitment of three cleanings**. If you choose to cancel the service after one or two cleanings, you may be charged for the remaining cleanings as part of the minimum commitment.
- If you choose **6-weekly cleaning**, your property will be added to our round, and we will return automatically approximately every 6 weeks.
- You will be notified before each visit.
- While WFP (Water Fed Pole) is effective at removing surface dirt, it may not be suitable for more stubborn materials, including but not limited to, paint, cement, render & stickers.

### Gutter Vacuuming

Our **gutter vacuuming service** is designed to remove **leaves, moss, and general debris** from gutters using a high-powered vacuum system.

- This service **does not include repairs** or the removal of downpipes.
- We are not responsible for blockages lower down in the drainage system that the vacuum cannot reach.
- Customers are advised to check for any ongoing drainage issues before booking.

## 3. Bookings & Appointments

- Once scheduled, we will notify you of the **day** we will be coming.
- We **do not provide a specific time** for arrival, but we may arrive **anytime between 08:30 and 16:30**.
- If you require specific access arrangements (e.g., unlocked gates), please ensure this is in place before our arrival.

## 4. Access to Property

- Customers must ensure **clear and safe access** to all areas requiring cleaning.
- If access is restricted (e.g., locked gates, obstructions, or other barriers), we will clean all accessible areas and **reduce the price accordingly**. However, a **minimum charge** will still apply, even if only a portion of the job can be completed.
- If ladders, water-fed poles, or gutter vacuums are needed, we require a **safe working environment** to operate.

## 5. Weather Conditions

- We carry out work in most weather conditions, including light rain.
- If extreme weather (heavy rain, storms, or freezing conditions) prevents safe cleaning, we will reschedule at no extra charge.

## 6. Pricing, Payment & Refunds

- Prices are agreed upon before service and depend on factors such as property size and accessibility.
- We reserves the right to adjust prices if the property description is inaccurate or if the service conditions differ from those stated.
- Payment is expected **within 7 days** of the completed service.
- Accepted payment methods:
  - **Card payments**
  - **Mobile payments (Apple Pay & Google Pay)**
  - **Direct debit**
- **No late fees** are charged, but timely payment is appreciated.
- If payment is not received within **28 days**, the outstanding amount may be referred to a debt collection agency. Additional fees may be incurred as a result.
- Refunds are only available under the following conditions:
  - A complaint is raised within **48 hours** of service completion.
  - A free re-clean has been offered but deemed unsatisfactory by the customer.

## 7. Cancellations & Rescheduling

- Customers must provide at least **24 hours' notice** for cancellations or rescheduling.
- Cancellations with less than **24 hours' notice** may incur a **50% cancellation fee**.
- If we arrive and cannot access the full property, we will clean the areas we can and **adjust the price accordingly**, but a **minimum charge** will still apply.
- Customers on a **6-weekly schedule** who wish to cancel their service must inform us **before their next scheduled clean**.

## 8. Satisfaction Guarantee

- If you are unsatisfied with our service, please notify us within **24 hours**, and we will return to fix any issues **free of charge**.
- We do not accept liability for minor water spotting due to environmental factors (e.g., rain, dust, pollen).

## 9. Liability & Damage

- We take great care while working on your property. However, we are not responsible for:
  - Pre-existing damage to windows, frames, sills, doors, gutters, fascias, or soffits.
  - Damage caused by loose fittings, poor-quality window seals, or worn materials.
  - Water leakage due to faulty seals or overflowing gutters caused by unseen blockages in downpipes.
- If we accidentally cause damage, please report it immediately, and we will assess the situation fairly.

## 10. Photos and Documentation

- We may take photos before, during and after the service for documentation purposes, including to record the condition of the area to be cleaned and surrounding areas, and to verify preexisting damage
- These photos may also be used for promotional purposes on social media, our website, or other marketing materials.
- If you prefer not to have your photos used in any media, you may request that they not be shared, and we will honour your request.
- We will make every effort to respect your privacy and will not share personal or identifying details without your explicit permission.

## 11. Health & Safety

- We follow **UK Health & Safety regulations** and industry best practices.
- If we deem any area unsafe for cleaning (e.g., unstable surfaces, hazardous heights, or excessive debris in gutters), we reserve the right to refuse service.

## 12. Data Protection & Privacy

- We handle personal data in compliance with **UK GDPR**.
- Your information is used solely for managing your bookings and communicating with you. We do not sell or share your data with third parties.

## 13. Changes to These Terms

We may update these **Terms of Service** from time to time. The latest version will always be available upon request.

## 14. Contact Information

For inquiries or bookings, please contact us:  
07923245227  
viewpure@gmx.co.uk