

Terms of Service Agreement

Business Name: ViewPure Window Cleaning

Contact Email: viewpure@gmx.co.uk

Contact Phone: +447923245227

Service Guarantee

Completion

We make our best effort to complete services on time but cannot guarantee due to external factors.

Unavoidable Delays

In case of unavoidable delays, we will notify the client at the earliest opportunity and reschedule as soon as possible.

Frequency

We offer a 4, 6 or 8 weekly window cleaning service for residential customers. We do not offer a one off cleaning service nor a summer only service.

Properties We Do Not Clean

We do not provide window cleaning services for individual flats within a block, nor do we offer a builders clean service, such as after building or renovation work has been completed.

Payment Terms

Payment is due within 7 days of the service completion. If non payment extends beyond 30 days, we reserve the right to suspend your cleaning service.

What to Expect

Our pure water cleaning system excels at removing general dirt from your windows. However, it may not effectively eliminate builder's residue (such as plaster, concrete, and paint), stickers or adhesive, hard water marks, staining/discoloration caused by chemicals or rust, and UV bleaching of frames. We are only able to clean windows where there is a clear line of sight; certain recesses or angles may be inaccessible for cleaning. As part of our regular window cleaning service, conservatory windows are included; however, conservatory roofs, skylights, or Velux windows are not covered. Please note that Velux windows may not always be effectively cleaned from ground level due to their height and lack of downward pressure. If Velux windows are cleaned, we cannot guarantee the results.

Refund Policy

No refunds are provided for any services rendered.

Customer Responsibilities

The customer is responsible for:

1. Providing a safe and hygienic working environment.
2. Providing access around the property.
3. Notifying the business of any changes to the service requirements within a reasonable time frame.

Failure to meet these responsibilities may result in:

- The services not being completed.
- The customer still being charged for the services not delivered.
- The agreement being terminated without refund or notice.

Refund Policy

No refunds are provided for any services rendered.

Cancellation

Customer Cancellation:

The customer may cancel the service at any time.

Business Cancellation:

We reserve the right to cancel the agreement without notice or reason.

Damages

Our window cleaners are not liable for any damage resulting from decorative or structural issues present at your property, including but not limited to ill fitted windows / doors / trims / fascia / guttering, leaking seals, loosely adhered decorative bars / lead, deteriorating frames, peeling paint or open / malfunctioning vents. We assume no responsibility for decorative bars / lead detaching or falling from the exterior of the glass surfaces. Any detachment or falling off is indicative of adhesive failure, typically due to the gradual loss of bonding capacity over time. As for scratched glass, our cleaning brushes are specifically designed to prevent scratching. They feature soft plastic heads with nylon bristles and contain no metal parts that could cause damage. In the unlikely event that you believe we've caused damage to your glass, we'll provide a demonstration with our brush and if the damage is replicated, we will cover the cost of glass replacement.

Dispute Resolution

For any disputes, please call our phone number: +447923245227.

By using our services, you implicitly agree to the terms outlined in this agreement.

