

VALUE ADD DEPARTMENT - TERMS & CONDITIONS

These Terms of Business shall govern any contract between Kleener and the Client and no variation of the Terms of Business shall be effective unless expressly given in writing by a director of Kleener.

CONDITIONS UNDERPINNING THE PROVISION OF SERVICE

1. The Client must allow the operative access to hot water and power where applicable.
2. Kleener uses the Rug Doctor system for upholstery and carpet cleaning. Please note that in some cases the Client's carpets cannot be cleaned as new because of old or permanent damage/stains that cannot be removed completely using the Rug Doctor system.
3. For all gardening services, Kleener provides all materials and equipment. The Client must make his or her own provision to dispose of all garden waste.
4. Kleener is responsible for providing all cleaning supplies and equipment for one-off cleaning services
5. A signed schedule agreement must be returned to Kleener before a Value Add work session commences.
6. For one-off cleaning requests, it is the Client's responsibility to ensure the Cleaning Task Sheet is completed in time for the scheduled work and that all requirements detailed within the task sheet are met.
7. For all one-off cleaning requests, it is the Client's responsibility to ensure the work carried out is to their specification as once the Client signs off a job completion form any claims made due to dissatisfaction may not be upheld.
8. Work completed without sign-off by the Client is fully covered by our guarantee.
9. There is a £30 minimum callout charge for all Value Add Services.

PAYMENT

1. Prices for one-off cleaning visits are made on request and are determined by the size of the property to be cleaned or type of work to be carried out.
2. For domestic customers, a deposit of 40% of the total cleaning cost is required at the time of booking. This can be paid by credit/debit card or by cheque (to be received at Kleener at least 48hrs before the cleaning date). Full payment is required on completion of the job and must be made by debit/credit card or cheque.
3. For commercial customers, payment is on receipt of invoice. A 3% processing charge applies for all card transactions. A 10% surcharge on the total amount is charged for all late payment. Late payments are all payments made 10 days from the invoice date.

CANCELLATION

The Client can change the fundamentals of their cleaning service (frequency, dates, times etc) by giving at least 24 hours notice before their scheduled visit.

CLAIMS & INSURANCE

1. Kleener is insured by Anglo Pacific Consultants Ltd and has full public and employer's liability cover. Any query or claims regarding the service provided must be made to Kleener within 24 hours by telephone or within 48 hours in writing subsequent to the completed service. No claims can be made against Kleener after the above time limits.
2. Kleener must have the opportunity to rectify any problems arising as a result of its work. If the Client is indeed dissatisfied with the work carried out by Kleener personnel then Kleener's operatives must be allowed to return to re-do the job free of charge in the first instance. Refunds can only be claimed for dissatisfaction where Kleener is unable to re-do the job as specified by the Client.
3. All fragile and highly breakable items must be secured or removed. Items excluded from liability include cash, items of sentimental value, art and antiques.
4. Any claim made must not be made upon any new cost value but upon the current value of the article concerned at the time of work taking place, taking into account wear and tear.
5. Key replacement/locksmith fees are paid only if keys are lost by one of our operatives. A £30 per location limit applies.

AFTER CANCELLATION OF THE CLEANING SERVICE

By entering into a service agreement with Kleener, the Client agrees that after the termination of the cleaning service he will not hire or use any home-related services provided by a present or past hygienist introduced to the Client by Kleener. If the Client does wish to hire or use home-related services provided by such a hygienist the Client must pay the referral fee of £250.

Every effort will be made to carry out the contract as underpinned by the schedule of work but its due performance is subjected to cancellation by Kleener as it may find necessary as a result of its inability to secure labour, materials or supplies, or as a result of any Act of God, War, Strike, Lockout or labour dispute, Fire, Flood, Drought, Legislation or other cause beyond the company's control.

By ordering any service provided by Kleener by telephone, e-mail, fax or the website, the Client agrees to be bound by our Terms and Conditions.

These conditions and all other terms of contract shall be governed and construed in accordance with the laws of England.