



TERMS AND CONDITIONS

1. Contract

The present Terms and Conditions are a contract between the Customer/Client and Jet and Steam Professional Specialist Cleaning (The Company). Placing an order through website forms, email, face to face, text or telephone and the use of our services constitutes an acceptance of the agreement.

2. Pricing

We offer set prices for double bedrooms, single bedrooms, living rooms, hall-landing-stairs. Set prices also apply to upholstery, mattresses and curtains which can be provided upon request. We have a pricing structure for caravans and vehicles and for our protection treatment.

For large commercial work we will charge at a square meterage rate.

All of our prices are available upon request.

We offer a free pre-clean survey and quotation service to all our potential customers.

3. Access

You should provide access to your property as well as access to running water and electricity.

4. Payment

We accept cash, cards and bank transfer.

Payments for cleaning services must be made by cash, card or bank transfer on the day of the cleaning visit or no more than 5 working days upon receipt of an invoice.

5. Cancellations

Please give 24 hours notice before the scheduled appointment. A cancellation fee of £5.00 applies if you fail to notify us.

6. Supplementary provisions

We are happy to help you with moving lightweight furniture, but we do not move large items such as wardrobes and cabinets. We also do not move any furniture that houses electrical items that must remain switched on, such as TV cabinets. We carry furniture sliders with us, so we can move sofas and armchairs and small furniture items as part of our service clean.

6.1 Please remove and store away all highly breakable and fragile items. Certain items are excluded from liability. These include antiques, artwork, items of sentimental value, jewellery and cash.

7. Claims

7.1 The Client must contact us at the earliest opportunity, within 48 hours at the latest, should they not be happy with their clean.

7.2 The Company may require entry to the location of the claim within 24 hours to correct the problem.



7.3 If the Client instructs a third party to inspect the result from the cleaning then the Company must be notified before completion of the service.

7.4 In case of a third party inspecting or refusing to inspect the result from the cleaning then the Company cannot be held responsible for rectifying any outstanding cleaning issues not mentioned by the third party.

7.5 The Company requests all irreplaceable items be stored away for safety.

7.6 The Company shall not be responsible for damage due to faulty and/or improper installation of any item.

7.7 Any attempt to commit insurance fraud or any use of false information to commit any type of fraud will be reported to the authorities.

7.8 All services shall be deemed to have been carried out to the Client's satisfaction unless notice is received by the Company with details of the complaint within 48 hours of the work being completed. We will fully investigate any complaint and attempt to resolve it to the satisfaction of the Client, or alternatively to a reasonable standard. Our 100% satisfaction guarantee will apply.

7.9 Complaints are accepted in writing or by phone. Complaints must be reported on completion or in the following 48 hours.

- The Company hold Public Liability Insurance and Professional Liability Insurance.
- Claims can be covered by the Company, only if the damage/breakages are reported within 48 hours of the cleaning service visit.
- The Company reserves any right to refuse disclosure of confidential company documents.

8. Insurance

We cannot be held responsible for existing damages.

8.1 Both parties shall ensure that their respective responsibilities under this agreement are undertaken in compliance with all statutory regulations and codes of conduct.

8.2 The Client agrees that any use of the Company's services, including placing an order for services by telephone, text, email or website forms shall constitute the Client's acceptance of these Terms and Conditions.

8.3 Unless otherwise agreed in writing, these Terms and Conditions shall prevail over any other terms of business or purchase conditions put forward by the Client.

8.4 No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by Jet and Steam.

8.5 The Company reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Any alterations will apply to new business but not existing contracts.

8.6 If the Client instructs a third party to inspect the result from the cleaning then the Company must be notified before completion of the service.



8.7 Its failure to carry out its services as a result of factors that are beyond its control. Factors beyond its control include, floods, severe weather conditions, inability to gain access to premises, lack of appropriate resources, such as water, electricity and lighting.

9. Liability

9.1 The Company shall not be liable for the shrinkage of carpets as a result of poor fitting.

9.2 The Company shall not be responsible for a poor result in cleaning where this is a result of considerable wear and tear and/or staining to the carpet fibres prior to the service being carried out. This may be highlighted in the pre-clean inspection report.

9.3 The Company shall not be liable for any odours arising during and/or after cleaning when this is due to factors such as, lack of ventilation and/or inappropriate heating.

9.4 The Company shall not be responsible for damage due to faulty and/or improper installation of any item.

9.5 Any attempt to commit insurance fraud or any use of false information to commit any type of fraud will be reported to the authorities.

9.6 Both parties shall ensure that their respective responsibilities under this agreement are undertaken in compliance with all statutory regulations and codes of conduct.

9.7 We are not liable for any damages caused by faulty products/equipment provided by the customer.

9.8 The Company is not liable for any wear or discolouration of fabric that becomes more notable once dirt is removed.

9.9 We shall not be responsible for any damage caused as a result of the Client placing furniture on a carpet which has not completely dried after we have left the premises.

9.10 We are not responsible for any existing damage to Clients property in the form of old stains/burns/spillages etc which cannot be cleaned/removed completely by the technician using the industry standard cleaning methods.

10. End of Tenancy Cleaning

10.1 Jet and Steam reserves the right to amend the initial quotation, should the client's original requirements change or due to incomplete or incorrect initial information. Differences in the price will be added to the initial quotation.

10.2 In order to commence work the property must be vacated.

10.3 If a Jet and Steam technician needs to collect keys from a third party's address outside the postal code of the premises where work is to be done then a £5.00 charge may apply.

10.4 If there was a dog, cat or other pet animal in the house/flat then an extra £5.00 may be added to the initial quote if there is an extensive amount of animal hair slowing down the cleaning process, unless agreed in advance with Jet and Steam.



10.5 Jet and Steam will not be responsible for triggering any alarm systems whereby we have not been made aware prior to attendance. The Client should give specific instructions for deactivation/activation of any household alarm systems.

10.6 The Client accepts and understands that any issues relating to the clean must be reported within 48 hours from our service date.

10.7 Jet and Steam advises that the Client or a client's representative must be at the premises at the time of completion of the job, so an inspection can be completed and any correction is made on site on the same day.

10.8 If the Client or his/hers representative confirms that they are happy with the job carried out, this is considered as successful and a completed job and no further claims can be made once a signature is obtained.

Appendix

Jet and Steam reserves the right to make any changes to any part of these Terms and Conditions without giving any prior notice.

By ordering Jet and Steam services by telephone, e-mail, text or Jet and Steam's website the Client agrees to be bound by Jet and Steam's terms and conditions.

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