

## **Wizzy Cleans Terms and Conditions**

### **Our Terms and Conditions of Business**

**By using Wizzy cleans window cleaning services means that you agree to these terms and conditions.**

**By using our service, you agree to our terms and conditions of business**

#### **1.Initial visit**

**For your first clean only there may be a one-off charge to cover the additional time taken on the initial clean, this varies with house size this will be explained when signing up.**

#### **2.What can I expect**

**Our pure water cleaning system is very effective at cleaning general dirt from your windows, if you have builder's residue (e.g., plaster, concrete and paint etc.) stickers or adhesive, staining/discolouration on windows or frames from chemicals or rust and UV bleaching of frames on your windows, pure water will not be effective at removing these, please notify us when we call to arrange your first clean.**

#### **3.How often will we visit**

**We offer the choice of every 4 or 8 weekly visits. We ask for some flexibility on time scales due to rain and other factors of a week either side of the time due.**

#### **4.Bad Weather**

**We will always try to not clean your windows in the rain; however, we do still work in light rain or short showers. Our promise to you is that the results will still be the same. If rain is heavy, we will not clean your windows. Your clean will carry over to the next working day.**

#### **5.Turning us away**

**We will try to be as reliable as we can for you, but we also appreciate the customer being reliable. We will make time and space in our schedule for you. On the day of the clean it is too late for us to replace your clean with another. We reserve the right if turning our team away at the door or cancelling on the day with our office, to charge you the full price expected and/or cancel any ongoing service with us. We also reserve the right to charge the full price expected if access on the day has not been made available by the customer. For any changes, we require 48 Hours' notice.**

## **6.Ending our services**

**If for one reason or another you should wish to cancel our services, you have the right to do so at any time all we ask for is at least 48 hours' notice if cancelled with less than 48 hours' notice of your next clean date then you may still be charged for the clean. This can be done by telephone on 07462 935343 or email us at wizzycleans@outlook.com**

## **7.Complaints procedure**

**We will always try to provide you with the best possible service every time we clean your windows. If for any reason you are not satisfied with our work, you must contact us within 24 hours of the clean. We will then return the next working day to re clean your windows for free. Please note that complaints made after 24 hours may not be re cleaned. Please note we operate a no refund policy; we will rectify work you are not happy with free of charge provided we are informed within 24 hours of the clean date.**

## **8.Confidentiality**

**All customer information is kept on a confidential database and is not discussed or shared with any individual or company, as is required under the terms and conditions of the data protection act.**

## **9.Payments**

**Customers joining our 4 or 8 weekly rounds are required to pay via our direct debit system Gocardless which can be set up on our payments page. Payments are then automatically collected 5-7 days after each clean.**