

## **Payment Terms**

You are required to pay in full within 7 days of the cleaning date. To guarantee this, choose to pay by GoCardless direct debit.

If non-payment exceeds 30 days CCS Window Cleaning Ltd reserves the right to suspend your cleaning. If we then fail to receive monies owed within 90 days, we will pass on your details to a collection agency to recover the debt, you will then be liable for all related charges, collection agency fees and court related fees.

You can switch over to GoCardless direct debit at any time. Just visit the payment page and sign up. No need to contact us.

## **Weather**

Our pure water systems work in all weathers, therefore weather conditions are not an acceptable reason for postponing our services. We offer an all year round regular service. We will clean your property in all weather conditions including rain and very low temperatures. High winds and deep snow do affect our services & schedule.

## **Ingress & Egress**

Should we be unable to access any part of your property due to locked gates we will clean the accessible areas such as the front & sides. We might be unable to return to clean the restricted area until the next scheduled clean. To avoid this please ensure that we have your correct phone number for our SMS text reminder service which we send out the evening before each visit. If you are going on holiday just let us know by completing the form on the customer service page and we will "miss" the clean and you won't be charged.

If we deem it safe to do so our operators will from time to time gain access to your property by unlocking your access gate. If you do not wish us to do this please complete the contact form on the customer service page so we can keep your preference on our records.

We will endeavour to clean all windows, but if we deem any windows to be inaccessible or unsafe to clean, we will not clean them.

Please do not ask our window cleaners to carry out unsafe working practises. They do not use ladders for window cleaning or climb on or over fences, roofs and garages.

Due to insurance liabilities we will be unable to move obstacles such as but not exclusive to: flowerpots, garden furniture etc. If these or any other items restrict access to an area of your property we will be unable to clean it.

Due to previous insurance claims we do not bring our water hoses through the main part of your property (through garage is ok) or climb over fences. We do offer a "front windows only" service for properties with no rear access.

## **Cleaning Frequencies**

CCS Window Cleaning asks window cleaning customers to state clearly if the services requested are intended as a "one off clean". If not, it is assumed a verbal maintenance contract has been initiated for 6 or 12 weekly window cleaning and you will be obliged to have a minimum of 2 cleans before cancellation of the services can be requested. The total price for the 2 cleans will become payable in full if you cancel our services before the 2 cleans have been completed.

If you are a domestic customer that agreed to a 6 or 12 weekly all year round service and you choose to postpone the cleaning throughout the winter months, you will be charged the "12 weekly" rate for the first re clean, once service is re-established.

We are happy to supply a schedule of visit dates for our domestic customers, however this is a guide indicating the week commencement date when we plan to visit, we cannot be held to a specific date or time. With such factors as public holidays, extreme weather, staffing levels, etc, it is not always possible to supply an exact date.

Our regular window cleaning round is approximately 6 or 12 weekly. Staff holidays, sick leave and bad weather can affect our schedule. Also at the end of each year we optimise our rounds so your last clean of the year or your first clean of the new year may be early or later than usual. Please allow some flexibility.

## **Damages**

Our window cleaners do not accept liability for damage caused by decorative or structural defects at your property, such as, but not limited to, ill fitting windows, doors, fascias, guttering, window/conservatory trims, unsecured windows and doors, leaking seals, loose stuck on lead, decorative bars stuck on glass, rotting frames, flaking paint, open/broken trickle vents, etc.

Our window cleaners accept no liability for decorative bars coming loose or falling from the exterior of the glass. If these bars are correctly installed our brushes will not damage them in any way. If they do become loose or fall off it's because the adhesive is not bonding correctly with the glass. This is because over time the double sided tape used to stick the bars to your glass loses it's adhesion.

Scratched window sills: Over time your upvc window frames will start to oxidise and slowly lose their colour. Your window sills will be the most affected. When we are cleaning your windows our brush head which is made from soft plastic with nylon bristles may remove some of the oxidation. This may look like scratches but in fact it's just where the grey oxidation has been removed. We will not be held responsible for returning your windows back to "as new" condition.

Scratched glass: The brushes we use are specifically designed for window cleaning and are made of a soft plastic headstock with nylon bristles. There is nothing on the brush which can scratch your glass. There are no metal parts on the brush. If you feel that we have caused damage to your glass we will bring over a brush and ask if you can scratch the glass again. If you succeed we will pay to replace the glass.

Due to previous insurance claims we no longer bring our water hoses through the main part of customers houses but we can go through garages. If your house has no other means of rear access other than going through the living area of the house we do offer a front windows only service.

## **48 Hour Guarantee**

After we have cleaned your windows the cleaner will leave a "Windows Cleaned Today" card. This card outlines our 48 hour guarantee. CCS Window Cleaning offers a 48 hour guarantee against any work carried out. If you are not 100% satisfied we will come back and re-clean for free. To qualify for a free re-clean you must contact us within the 48 hour time period. To book a free re-clean just complete the contact form on our "Customer Service" page. A call out charge of £45.00 may be applied if we return to clean and we find it's the inside of the windows that are dirty or the double glazed unit has failed and the dirt is on the inside of the unit.

Achieving optimum cleaning results may require a few cleans. For example, detergent residues from previous traditional window cleaning methods may initially cause slight spotting. Leaching can also occur from trickle vents, beading and heavily soiled frames, however in most cases, this will cease after a couple of cleans, once the dirt is removed fully from the frame areas.

## **Cancellation**

If you wish to cancel our services please provide at least 5 days notice via post or email before the next scheduled date. Failure to do so will result in a 100% charge for any work scheduled within this period. Cancelling your GoCardless direct debit at your bank does not automatically cancel your window cleaning.

CCS Window Cleaning will send an SMS text message the evening before the day of cleaning to remind you to unlock your gates and close your windows/vents for the day. This message is automated and cannot be replied to. Any cancellation notice

received after this text message will not be acted upon. Our offices close at 5.00pm and reopen at 9.00am the next day.

## **Right To Refuse Work**

CCS Window Cleaning reserves the right to refuse certain work/jobs even if we have taken payment in advance from you for the service to be carried out. The advance payment does not constitute a verbal or written contract between us. If we refuse the work/job on sight a full refund of any monies will be paid.

## **Email Communications**

By using CCS Window Cleaning for your chosen service we may email you to inform you of various offers we are promoting. If you do not wish to receive any emails simply click on the "unsubscribe" button at the bottom of the email or email us at [info@CCSwindowcleaning.co.uk](mailto:info@CCSwindowcleaning.co.uk). with the following subject line: "Please remove me from your email list".

## **Privacy & Cookie Policy**

Our privacy & cookie policy is available to view at the bottom of this website.

We reserve the right to amend these terms and conditions without notice.

## **General**

and/or news from the Company. By entering into this agreement, the Customer agrees to be contacted by CCS Bin Cleaning Services by email or phone.

Customers may also be contacted regarding any Promotions or Competitions being held.

## **SERVICE**

CCS Bin Cleaning Services agrees to provide the Customer with a quality Wheelie Bin Cleaning Service, at an agreed cost and frequency. Customers may request the services of CCS Bin Cleaning Services as frequent or infrequent as preferred,

provided that this is understood when initially booking the services of CCS Bin Cleaning Services. This ensures that the correct pricing can be quoted. For domestic Bin Cleaning CCS Bin Cleaning Services shall provide either fortnightly cleaning, monthly cleaning or cleaning on a one-off basis. Any cleaning requested that is not regular i.e. fortnightly or monthly, will be charged in line with the one-off fee, detailed on our website. CCS Bin Cleaning Services reserve the right to charge a one-off fee of £10 (to be paid by the Customer within 7 days) for any cancellations made, up to and including the first 3 cleans (6 cleans if the Customer has chosen the 'multiple bins option'). Initial cleans are an extremely thorough and time-consuming job and therefore the charge is higher to reflect this. Signing up for regular cleaning and cancelling after the initial clean shall be deemed as abuse of the service, by intentionally bypassing the one-off fee, and, again, the one-off fee of £10 shall be paid by the Customer within 7 days. CCS Bin Cleaning Services endeavour to clean the Wheelie Bins on the date that the Council collects the waste. On very rare occasions, there can be delays to the cleaning of Wheelie Bins that are deemed out of the control of CCS Bin Cleaning Services, including (but not limited to) delays with Biffa. CCS Bin Cleaning Services will always attempt to carry out their work on the first available occasion, following delays.

When Customers sign up to the service, the payment rate selected, and frequency of the service selected should correlate. For instance, if a Customer signs up to have one green bin cleaned on a fortnightly basis but later wishes to have one green and one grey cleaned on a monthly basis they should contact CCS Bin Cleaning Services either by phone or email to have this actioned. The cost of a monthly clean is slightly higher than a fortnightly clean and, therefore, Customers would not be paying the correct amount, in these circumstances. CCS Bin Cleaning Services will not action a request such as this until the payment rate has been amended.

If a Customer books a clean and wishes to have their bin cleaned the same day as booking CCS Bin Cleaning Services would request that the Customer try to provide enough notice to avoid disappointment.

**RIGHT TO REFUSAL**

CCS Bin Cleaning Services reserve the right to refuse or postpone any cleaning due to the following (but not limited) reasons: -

- Waste has not been collected by the Council and remains in the Wheelie Bins. Provided that the Bin is not too full, the Cleaning Operative may decide that it is safe to remove the rubbish and clean the bin. The rubbish will always then be returned to the Customer's bin. Emphasis is placed on the fact that CCS Bin Cleaning Services do not remove waste, under any circumstances.
- When bins are contaminated by the likes of (but not limited to) wet paint, unbagged dog muck or harmful chemicals (we would expect our Customers to alert us of any harmful chemicals in their bins as soon as this becomes apparent to them).
- Abuse to our staff. CCS Bin Cleaning Cleaners have a 'Zero Tolerance for Abuse' Policy. Any abuse aimed at our Company or staff, whether directly or indirectly (including online), will not be tolerated. CCS Bin Cleaning Services will take any action deemed appropriate to report any abuse and/or slander. CCS Bin Cleaning Services agree that the Company and its staff will conduct themselves in a professional and courteous manner. Any Customer that believes our staff have failed to adhere to this agreement should contact the office of CCS Bin Cleaning Services on 0151 374 0205 to discuss. CCS Bin Cleaning Services will update the Customer on the outcome of their investigation.

CCS Bin Cleaning Services reserve the right to charge the Customer when they have attended to provide their service but cannot carry out their work, when this is due to no fault of the Company, such as (but not limited to) the Customer's bin(s) being inaccessible (locked away, blocked behind a car etc.). In some cases, CCS Bin Cleaning Services may agree to return to clean your bin(s) prior to the next scheduled clean, however, this is not always possible. If we cannot return we will endeavour to clean your bin on the next bin collection date (2 weeks). If CCS Bin

Cleaning Services cannot clean a bin that is usually cleaned monthly, not fortnightly, then we will attempt to clean this again 2 weeks later, rather than waiting the 4 weeks.

#### CHANGE OF ADDRESS

Customers must inform CCS Bin Cleaning Services when they move address (by email) and their credits will be transferred over to the new property, provided that this is also in the Wirral area. If a Customer fails to inform CCS Bin Cleaning Services that they have moved address CCS Bin Cleaning Services will no doubt have been cleaning the bin(s) at the previous address and no refund will be issued.

#### PAYMENTS

Customers should request the services of CCS Bin Cleaning Services via the “Book A Clean” link on the website [www.ccswindowcleaning.com](http://www.ccswindowcleaning.com) and, after the initial booking process, payment should be set up. CCS Bin Cleaning Services currently offer the following payment methods: -

- Direct Debit (via GoCardless)
- Cash (On the Day)
- Card Payment (On the Day)

If CCS Bin Cleaning Services receives your Booking Form but no payment method is selected then the Customer should be aware that they will not be added to our rounds, until a payment method is in place. CCS Bin Cleaning Services may contact you about this.

Customers should be aware that Direct Debits will be collected on the chosen date and the chosen frequency that the Customer requested when signing up. If, for instance, the Customer specifies 31st of the month for payment to be taken from their account the Customer should note that there are not always 31 days in the month. This is a problem we have encountered many times. Payment will therefore be set up to come out on the 1st of the month. This Direct Debit will be ongoing until cancelled. In the event a payment fails via Direct Debit, Go Cardless will attempt to

collect this payment a further 2 times. If, on both of those occasions, the payment fails, the Customer must arrange to pay that missed payment by an alternative payment method. CCS Bin Cleaning Services will attempt to contact the Customer to request those funds but if this proves unsuccessful we will take this as cancellation of our service and any outstanding payments will become due immediately. If payment is still not made then future Direct Debit payments will be cancelled manually by CCS Bin Cleaning Services. When a customer signs up to have their bin cleaned and opts to pay via Direct Debit and their chosen date for payment is 14 days from the date they originally "Booked A Clean" there is a possibility that the commencement of cleaning may not be until the next bin collection date. i.e. if a customer requests a clean on 1st of the month, for their bin to be cleaned that day, but requests payment to come out on 20th of the month, there is a period of 19 days before CCS Bin Cleaning Services receives any payment and by that stage two cleans would have been provided. This ensures that the service is fair to all other Customers too.

If payments are cancelled, then CCS Bin Cleaning Services shall assume that the service is no longer required and will remove the Customer from their rounds. CCS Bin Cleaning Services may attempt to contact the Customer regarding this cancellation to ensure that there is no misunderstanding. If the service and/or payments are cancelled and the Customer still has credits, we will ensure that those credits are honoured as opposed to issuing refunds.

Some existing customers continue to pay via our "Pay in Advance" option. Those existing Customers should continue to telephone the office on 0151 374 0205 or online at [www.wheeliebincleaningwirral.com](http://www.wheeliebincleaningwirral.com) under the "Pay My Bill" option in order to renew credits as and when payment is due. CCS Bin Cleaning Services agrees to notify customers (with a slip through the door) on the day of the Customer's last clean. This provides the Customer with two weeks to renew their credits either by phone or online under the "Pay My Bill" option.

## **RECORDING EQUIPMENT AND VEHICLE TRACKING**

By entering into this agreement, the Customer consents to CCS Bin Cleaning Services using recording equipment near to their property (usually on the main road). Recording equipment is fixed to vans to ensure the safety of their Staff and Customers alike. Again, CCS Bin Cleaning Services use tracking equipment. This ensures that we offer the best possible service by knowing where our vans and Staff are at all times. Recording equipment and trackers have been installed to also protect against crimes.

## **INSURANCE**

CCS Bin Cleaning Services are fully insured to carry out their services. If any Customer requests evidence of Insurance, such as Public Liability, this shall be provided by CCS Bin Cleaning Services.

## **GUARANTEE & COMPLAINTS PROCEDURE**

CCS Bin Cleaning Services offer a 48-hour Guarantee against any Bin Cleaning work carried out. In the unusual and unlikely event that you are not 100% satisfied with our service, we will attend, within 48 hours, to re-clean your bin(s) free of charge. In some instances, such as permanent markings, not all 'stains' can be removed. In the event that we return to re-clean your bin to realise that the stain cannot be removed a one-off charge can be applied. CCS Bin Cleaning Services aims for 100% satisfaction and would never want any Customers to be dissatisfied with the service and will always attempt to rectify any issues or concerns the Customers raise to the Customer's satisfaction.

Any complaints should be directed to our office on 0151 374 0205 (9am-5pm Monday- Friday) or via email to [wheeliebinwirral@gmail.com](mailto:wheeliebinwirral@gmail.com).

## **LAW**

By instructing CCS Bin Cleaning Services, the Customer agrees that they accept the Terms and Conditions aforementioned.

These Terms and Conditions are governed by the Laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.

CCS Bin Cleaning Services reserve the right to amend these Terms and Conditions without notice.

**CCS Bin Cleaning Services**