



TERMS & CONDITIONS

Window Cleaning

Services provided by AA Cleaning Services are subject to the following Terms and Conditions:

Definitions

"We" or "our" refers to AA Cleaning Services. "You", "your" or "the client" refers to the customer receiving the service(s) detailed overleaf.

- We will endeavour to clean all windows, but if we deem any window/s to be inaccessible or unsafe to clean, we will not clean them
- Our pure water systems work in all weathers, therefore weather conditions are not an acceptable reason for postponing our services. We can clean your home/premises in all conditions without affecting quality, including heavy rain and temperatures down to minus 12 degrees and below, but excluding electrical storms
- If you are unhappy with the clean, please advise us within 24 hours of the clean. All re-cleans are at the discretion of AA Cleaning Services. Any complaints received after the 24-hour period are also at our discretion
- We do not accept liability for damage caused by decorative or structural defects, or conditions at your property, such as, but not limited to, ill-fitting windows, doors, fascias, guttering, window/conservatory trims, unsecured windows and doors, leaking seals, decorative bars stuck on glass, rotting frames, flaking paint, open/broken trickle vents etc
- Should we be unable to access any part of your property due to locked gates etc, we will only clean the accessible areas, such as front or side windows of the property.
- Due to insurance liabilities, we will be unable to move obstacles such as, but not exclusive to: flowerpots and garden furniture. If these or any other item we deem to restrict access to an area of your property, we will be unable to clean it
- 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

- Payments may be made on the day by Cash or Bank Transfer. Window cleaning or other services may not be provided on outstanding accounts. In the event of a dispute over payment, it is the client's responsibility to prove that payment in full has been made and cleared. We reserve the right to make late payment charges and to recover any costs incurred in debt recovery
- We reserve the right to amend these terms and conditions without notice