



TOP DOWN CLEANING SERVICES TERMS AND CONDITIONS

THESE TERMS AND CONDITIONS REPRESENT A CONTRACT BETWEEN TOP DOWN CLEANING SERVICES AND THE CUSTOMER.

THE CUSTOMER AGREES THAT ANY USE OF THE SERVICES, INCLUDING PLACING AN ORDER FOR SERVICES BY TELEPHONE, EMAIL, WEBSITE FORMS SHALL CONSTITUTE THE CUSTOMER'S ACCEPTANCE OF THESE TERMS AND CONDITIONS.

END OF TENANCY CLEANING

- UNLESS OTHERWISE AGREED THE STANDARD END OF TENANCY CLEANING SERVICE DOES NOT INCLUDE CLEANING OF WALLS, CEILINGS, CURTAINS, BLINDS, BALCONIES, PATIOS, EXTERIOR WINDOWS, UPHOLSTERY, OILED WOODEN FLOORS. NEITHER DOES IT INCLUDE WASHING UP, LAUNDERING OR RUBBISH REMOVAL. SHOULD ANY OF THESE ADDITIONAL SERVICES BE REQUIRED, WE WILL QUOTE FOR THEM SEPARATELY. IT IS ESSENTIAL FOR US TO HAVE THE PREMISES VACATED AND CLEARED OF ANY FURNITURE'S. PLEASE ALSO NOTE OUR TENANCY CLEANING DOES NOT INCLUDE PROFESSIONAL CARPET CLEANING WHICH IS NOT PART OF OUR SERVICES. HOWEVER, WE WILL VACUUM ALL CARPETS IF APPLICABLE, WE CANNOT GUARANTEE TO REMOVE ALL PET HAIR. IN ADDITION, WE DO NOT WASH OR CLEAN EXTENSION/UNDERGROUND UTILITY ROOMS, THE EXTERIOR OF THE PROPERTY SUCH AS GARDENS, SHEDS, BALCONIES, AND GARAGES. ANY AREA OF PROPERTY EXTENDED IS DEEM AS AN EXTRA SPACE, THEREFORE WILL INCUR ADDITIONAL CHARGES.
- WE WILL DO OUR BEST TO MAKE SURE YOUR APPLIANCES ARE CLEANED TO A HIGH STANDARD. HOWEVER, IF THEY HAVE NOT BEEN CLEANED SINCE THEY WERE PURCHASED REGRETTABLY WE WILL NOT BE LIABLE FOR INGRAINED DIRT THAT CANNOT BE REMOVED USING CHEMICALS. FREEZERS MUST BE DEFROSTED IN ADVANCE, AS THE TIMESCALES FOR DEFROSTING WILL NOT ENABLE US TO THOROUGHLY CLEAN IT. WE ONLY CLEAN EXTERIOR OF ALL KITCHEN APPLIANCES: KETTLE, TOASTER, ETC
- WE CANNOT GUARANTEE OUR END OF TENANCY CLEANING SERVICES WHEN FURNITURE OR PEOPLE ARE STILL PRESENT IN THE PROPERTY AT THE TIME OF THE CLEANING.
- OUR CLEANERS ARE HAPPY TO MOVE LIGHTWEIGHT FURNITURE. DUE TO HEALTH AND SAFETY REGULATIONS ONE CLEANER WILL ATTEMPT TO MOVE ONLY FURNITURE THAT REQUIRES NO MORE THAN ONE PERSON. WE SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE WHICH MAY OCCUR IN CARRYING OUT SUCH WORK.
- THE SALES ADVISORS CAN ONLY GIVE A ROUGH ESTIMATE OF THE DURATION OF THE CLEANING SERVICE, WHICH IS BASED ON OUR EXPERIENCE AND ON A THE DESCRIPTION OF THE PROPERTY PROVIDED BY THE CUSTOMER. PLEASE NOTE THAT DURATION MAY VARY THEREFORE A DEGREE OF FLEXIBILITY IS REQUIRED.
- WE RESERVE THE RIGHT TO AMEND THE INITIAL QUOTATION AND PRICE, SHOULD YOUR ORIGINAL REQUIREMENTS CHANGE, OR UPON AN INSPECTION BY THE CLEANING SUPERVISOR.
- PLEASE NOTE THAT WE WILL NOT BE LIABLE FOR ANY DAMAGE WHERE CAUSED BY FAULTY MATERIALS OR INSTALLATION. WE WILL ASSUME THAT ALL SURFACES (SUCH AS MARBLE, GLASS,

WOOD OR NATURAL STONE) ARE APPROPRIATELY SEALED FOR US TO PROVIDE SERVICES, UNLESS YOU NOTIFY US TO THE CONTRARY IN WRITING BEFORE WE COMMENCE THE SERVICES.

- ALL FRAGILE AND HIGHLY BREAKABLE ITEMS MUST BE SECURED OR REMOVED.
- WE DO NOT MOVE OUT FITTED APPLIANCES (SUCH AS WASHING MACHINES, DRIERS, DISH WASHERS, FRIDGE AND FREEZERS.) IN KITCHENS AND UTILITY ROOMS FOR HEALTH AND SAFETY REASONS. IF YOU REQUIRE TO BE CLEANED BEHIND YOUR FITTED APPLIANCES YOU HAVE TO ARRANGE FOR SPECIALIST TO DISCONNECT AND MOVE THEM OUT IN ORDER FOR OUR OPERATIVES TO EASILY ACCESS AND CLEAN BEHIND.
- IF THERE WAS A DOG, CAT OR OTHER HAIRY PET ANIMAL IN THE HOUSE/FLAT THEN AN EXTRA £20.00 MAY BE ADDED TO THE INITIAL QUOTE DUE TO THE EXTENSIVE AMOUNT OF ANIMAL HAIR SLOWING DOWN THE CLEANING PROCESS, UNLESS AGREED IN ADVANCE WITH TOP DOWN CLEANING SERVICES.
- LIMITATIONS OF THE GUARANTEE INCLUDE BUT ARE NOT LIMITED TO: SELLOTAPE REMOVAL, STICKER REMOVAL, BLU TAC, PAINT AND OTHER ITEMS THAT HAVE BEEN SECURED USING ADHESIVE MEANS. HEAVILY LIMESCALED TOILETS AND SHOWER UNITS/HOSES - HEAVY MILDEW AND MOULD AREAS INCLUDING BUT NOT LIMITED TO WALLS AND WINDOWS. OVENS MUST BE IN A REASONABLE CONDITION TO BE INCLUDED IN THE GUARANTEE - BY REASONABLE IT IS EXPECTED THAT INSIDE THE OVEN CAN STILL BE SEEN THROUGH THE GLASS. FREEZER UNITS MUST BE DEFROSTED BEFORE WE ARRIVE, OR A £25 CHARGE WILL BE ADDED TO THE INVOICE AND THE GUARANTEE PASS FOR THE FREEZER UNIT WILL BE VOID - WE CANNOT GUARANTEE THE FREEZER UNIT WILL DEFROST DURING OUR VISIT.
- FURTHER LIMITATIONS OF THE GUARANTEE INCLUDE WERE THE PROPERTY IS IN A VERY BAD CONDITION AND HAS NOT BEEN WELL MAINTAINED THROUGHOUT THE TENANCY. THIS INCLUDES HEAVY GREASE AREAS AND LIMESCALE AND MOULD. IN THIS INSTANCE, YOU WILL BE INFORMED THAT A FULL CLEAN WILL BE PERFORMED BUT THAT A GUARANTEE IS NOT GIVEN ON THE SET ITEM OR SEVERAL ITEMS WHICH MAY INCLUDE STAINED CARPETS, MOULD OR HEAVILY SCALED TAPS OR TOILETS.
- WHILST WE CLEAN THE ODD MARK ON WALLS, IF THE WALLS ARE HEAVILY MARKED WE CANNOT GUARANTEE THE CLEAN. IF THE CUSTOMER REQUEST CLEANING OF WALLS AND CEILINGS THEN THERE WILL BE AN EXTRA CHARGE AND TOP DOWN CLEANING SERVICES CANNOT BE HELD RESPONSIBLE FOR ANY UNSUCCESSFUL RESULTS OR ANY DAMAGE CAUSED TO THE PAINTWORK.
- WE WILL NOT ACCEPT A COMPLAINT BASED ON AN INVENTORY CHECK REPORT, FILED MORE THAN 24-HOUR AFTER THE CLEANING SESSION. COMPLAINTS ARE ACCEPTED VERBALLY OVER THE PHONE AND IN WRITING (LETTER, E MAIL OR FAX). COMPLAINTS MUST BE REPORTED ON COMPLETION OR WITHIN THE FOLLOWING 24-HOURS.
- TOP DOWN CLEANING DO NOT GUARANTEE OVEN CLEANING RESULTS AND THE RESULTS CANNOT BE PREDICTED. THE RESULTS ARE DEPENDENT ON THE TYPE OF OVEN, LENGTH OF TIME SINCE IT WAS LAST USED, HOW OFTEN IT IS USED AND THE TYPE OF FOOD ON THE OVEN. KNOBS AND MARKINGS ON THE DOOR PANEL MAY NOT COME OFF WHILE CLEANING. WE DO NOT CLEAN DOOR RUBBER SEALS. BUT WE TRY OUR BEST TO KEEP IT TIDY. ALL USED OVENS CAN BREAKDOWN AT ANY TIME. AS PROFESSIONALS WE DO NOT TOUCH OR HARM ANY ELECTRICAL PARTS OF THE OVEN. THEREFORE, WE DO NOT ACCEPT ANY RESPONSIBILITY FOR ANY ELECTRICAL FAULTS.
- TOP DOWN CLEANING SERVICES IS NOT RESPONSIBLE FOR BREAKAGE DUE TO NORMAL WEAR AND TEAR, DETERIORATION CAUSED BY AGE OR WEATHER, OR DAMAGE CAUSED BY IMPROPER ASSEMBLY, CONSTRUCTION OR MOUNTING OF AN ITEM (EG: BLINDS, PICTURES, FAN BLADES,

LIGHT FIXTURES, ETC.) IF AN ITEM IS FOUND TO BE DAMAGED BY US, TOP DOWN CLEANING SERVICES RESERVES THE RIGHT TO FIX THE ISSUE, HOWEVER, IF OUR TRADESMAN FIND THAT IT WAS NOT OUR FAULT (POOR FIXINGS), YOU WILL BE LIABLE FOR THE TRADESMAN'S COST.

- OUR CLEANING TECHNICIANS DO NOT CLEAN ANIMAL CAGES OR LITTER BOXES, ANIMAL DROPPINGS, HUMAN FAECES, BLOOD OR OTHER BODILY FLUIDS.

INSURANCE

- TOP DOWN CLEANING SERVICES HAS PUBLIC LIABILITY INSURANCE. THE POLICY WILL COVER ANY ACCIDENTAL DAMAGES CAUSED BY AN OPERATOR WORKING ON BEHALF OF 'TOP DOWN CLEANING SERVICES', REPORTED WITHIN 24 HOURS OF SERVICE DATE.
- BOTH PARTIES SHALL ENSURE THAT THEIR RESPECTIVE RESPONSIBILITIES UNDER THIS AGREEMENT ARE UNDERTAKEN IN COMPLIANCE WITH ALL STATUTORY REGULATIONS AND CODES OF CONDUCT.
- INSURANCE COVER DOES NOT INCLUDE ANYTHING THAT MAY BREAK DOWN OR STOP WORKING AT ANY TIME SUCH AS: DISHWASHER, WASHING MACHINE, OVEN, COOKERS, EXTRACTOR FANS, FRIDGE, FREEZER, ETC., ANY OTHER ITEMS, INSTABILITY OF WHICH THE CLIENT IS ALREADY AWARE FOR SUCH US BATHROOM APPLIANCES OR ANY FIXTURES. THE CLIENT IS OBLIGED TO WARN THE COMPANY OR THE CLEANER ABOUT APPLIANCES THAT ARE POORLY FIXED OR NOT IN FULL WORKING ORDER.

DIGITAL MEDIA

- OCCASIONALLY WE LIKE TO TAKE BEFORE AND AFTER PICTURES OF YOUR HOME. INTERIOR PICTURES WILL BE FOR OUR REFERENCE ONLY AND WILL NOT BE PUBLICISED WITHOUT YOUR CONSENT. INTERIOR IMAGES WILL BE FOCUSED ON THE ROOM AND OR DAMAGE WE MAY FIND AND WILL NOT BE FOCUSED ON PERSONAL PROPERTY UNLESS IT IS YOUR PERSONAL PROPERTY THAT WAS DAMAGED AND IS REQUIRED BY OUR INSURANCE TO PROCESS A CLAIM. IF WE WISH TO USE PICTURES OF THE INTERIOR OF YOUR HOME, WE WILL CONTACT YOU DIRECTLY BEFORE DOING SO. THIS WOULD BE FOR POSSIBLE ADVERTISEMENT ON SUCH PLACES LIKE OUR WEBSITE, FACEBOOK AND SO FORTH. DURING RECOVERY CLEANS, PHOTOGRAPHS WILL BE TAKEN OF ALL AREAS RE-CLEANED DURING THAT VISIT. THESE WILL BE KEPT FOR OUR REFERENCE ONLY. AT NO POINT WILL ANY IMAGE INCLUDE IMAGES OF ANY PERSON LIVING IN THE HOME. WE DO RESPECT YOUR RIGHT TO PRIVACY.
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SUPPLEMENTARY TERMS

- IF THE CLIENT REQUESTS KEYS TO BE COLLECTED BY THE COMPANY'S OPERATIVES FROM AN ADDRESS OUTSIDE THE POSTAL CODE OF THE CLIENT'S ADDRESS THEN A £10.00+VAT CHARGE WILL APPLY. THE CHARGE WILL COVER ONLY THE PICKUP OF KEYS. IF CLIENT'S KEYS NEED TO BE RETURNED TO THE PICKUP ADDRESS OR ANY OTHER ADDRESS ANOTHER CHARGE OF £10.00+VAT WILL APPLY.

- CLEANING OF BLINDS IS OPTIONAL AT AN ADDITIONAL COST OF £25.00 PER 1 REGULAR WINDOW.

THE CLIENT MAY CANCEL A SERVICE BY GIVING AT LEAST 24 HOURS' NOTICE. IF LESS THAN 24 HOURS' NOTICE IS GIVEN A £50.00 FEE IS APPLICABLE. IF THE CLEANERS TURN UP ON THE DAY AND ARE NOTIFIED THEIR SERVICES ARE NOT REQUIRED FOR ANY REASON, 100% OF THE QUOTED PRICE IS PAYABLE.

- THE CLEANING COMPANY WILL REQUIRE EITHER A PARKING SPACE OR VALID PERMIT FOR ONE VEHICLE, OR METERED PARKING IS TO BE PAID FOR BY THE CUSTOMER IN ORDER FOR THE CLEANING COMPANY TO CARRY OUT ANY CLEANING SERVICES.

EQUAL OPPORTUNITIES

TOP DOWN CLEANING IS AN EQUAL OPPORTUNITIES EMPLOYER. WE RECRUIT OUR STAFF ON THE BASIS OF THEIR ABILITY TO DO THE JOB AND AIM TO ENSURE THAT ALL OUR STAFF ARE TREATED EQUALLY REGARDLESS OF ETHNIC ORIGIN, RELIGION, SEX, AGE, MARITAL STATUS, NATIONALITY, SEXUAL ORIENTATION OR DISABILITY.

LAW

THESE TERMS AND CONDITIONS SHALL BE GOVERNED BY THE RELEVANT UNITED KINGDOM LAW, AND BY AGREEING TO BE BOUND BY THEM THE CUSTOMER AGREES TO SUBMIT TO THE EXCLUSIVE JURISDICTION OF THE RELEVANT COURTS OF THE UNITED KINGDOM. TOP DOWN CLEANING SERVICES RESERVES THE RIGHT TO MAKE ANY CHANGES TO ANY PART OF THESE TERMS AND CONDITIONS WITHOUT GIVING ANY PRIOR NOTICE.