

E-mail: info@chcleaningwirral.co.uk

www.chcleaningwirral.co.uk

MAKE ALL PAYMENTS TO CH SERVICES.

- 1 Payment Due in Full upon work completion, or by prior written agreement.
- 2 Payment Due in (30 Day Invoice) for Account Holders only, (7 Day Invoice) for Non Account Holders.
- 3 Payments are subject to usual clearance.
- 4 A £20 per Overdue Account Letter sent will be incurred, plus other interest and costs will be added,
 - Prior to being passed over to our Debt Collection Agency/Solicitor.
- 5 We reserve the right to update our terms at any time. We also reserve the right to decline to quote!
- 6 If you require a paid statement, please state when you make your payment.
- 7 Any work dissatisfaction MUST be put in writing within 72 hours giving details.
- 8 £5.00 fee will be charged for putting Electric on Meter, if required.
- 9 Stain removal is not guaranteed, as this is dependant on type & age of stain
 - as well as material, and any effects of previous treatments.
- 10 Hall/stairs/landing room classification is at CH Services discretion, dependant on work level.
- 11 (Commercial work) - Waste disposal is not undertaken unless agreed.
- 12 (Commercial work) - Any waste used/left at site is the responsibility of that site to dispose off.
- 13 Under a 'General Clean' we do some "Deep Cleaning" which will not be noted, but is noted on our Quotation and Estimate forms.
- 14 Any agreements to anything - Must be put in text/writing, and agreed by CH SERVICES.
- 15 Any work added after quotation stage will be charged for at standard rate without prior negotiation.
- 16 A minimum callout fee of £30.00 applies in all cases, and an additional £30.00 for out of hours (5pm - 9am & Sat Sun).
- 17 A cancellation fee of £30.00 applies in all cases when less than 24 hours notice given.
- 18 You agree to abide by our "Terms & Conditions".
- 19 Every Material/Carpet will clean at different standards dependant on how bad it is.
 - We have no responsibility nor undertaking to report before or after work commences.
 - Any reports prior to work will be completed at the Quotation or Verbal stage. Any further verbal/written reports will be charged at £20.
- 20 All works are 'GENERAL CLEAN' any further DEEP/BUILDERS CLEANING will have to be agreed with CH SERVICES and noted.
- 21 WE DO NOT COVER - removal of rubbish and bags unless agreed. Responsibility of site.
- 22 WE DO NOT COVER - above head lighting due to risk of electrocution, unless confirmed in writing (text or email).
- 23 WE DO NOT COVER - work at height - window glass/upvc unless confirmed in writing (text or email).
- 24 WE DO NOT COVER - Cleaning or moving Furniture - unless agreed and confirmed in writing (text or email).

A complete up-to-date version of our "Terms & Conditions" and our "General Terms & Conditions" can be found on our web page ch-services.co.uk

TERMS & CONDITIONS 2013

