TERMS & CONDITIONS OF SERVICE.

✅We require a deposit to secure any residential appointment.
✅You MUST ensure/make provisions so that we can park as close as possible to the entry point of your property. (We use a lot of equipment!)
✅Missed appointments or cancellations within 48 hours before the appointment, means we reserve the right to retain any deposit taken.
✅We are a pay on completion service. The remaining balance must be paid on completion.
✅Any issues must be brought to our attention within 24 hours of completion.
✅We must be allowed to resolve any issues reasonably, including carrying out inspections.
✅By agreeing to book our services you are automatically agreeing and subject to these terms & conditions.

FREQUENTLY ASKED QUESTIONS.

🟢WHAT DO YOU NEED ON ARRIVAL?
The only sources I need are direct access to electrical sockets and direct access to your kitchen sink with some hot water.

🟢WHAT ABOUT FURNITURE?
Please ensure all small items of furniture & belongings are removed from the room prior to cleaning. I can move sofas to one side provided there is space to do so.  I do NOT under any circumstances move beds, wardrobes, chests of drawers, TV units etc.  If for any reason you require under these areas to be cleaned, then it is your responsibility to move/replace these items for insurance purposes.

🟢DO I NEED TO HOOVER?
I will always pre vacuum as this is a very important part of the cleaning process for any carpet or upholstery clean. I would, however, advise you to hoover prior to my arrival if possible.

🟢HOW LONG WILL IT TAKE?
I only clean to the British standards institute’s PAS 86 of carpet & upholstery cleaning using a multi stage process. Generally most appointments are between 2 to 3 hours to complete.

🟢CAN YOU GUARANTEE STAIN REMOVAL?
I will always endeavour to remove any stains or marks. Unfortunately some stains or marks are not always possible to remove for various reasons and therefore I can never guarantee 100% removal.

🟢HOW LONG WILL IT TAKE TO DRY?
This depends on various factors, type of fabric, method used to clean, level of soiling etc but it is generally hours and certainly not days! I always aim to leave everything as dry as possible on every job. I always recommend to keep windows slightly open in the room for 24 hours as this helps to speed up drying times.

🟢HOW CAN I PAY?
I accept cash or bank transfer payments. All payments MUST be made on completion of your cleaning appointment, including commercial work, unless otherwise agreed pre booking.

If I have not answered your questions, then please contact me. 01726 406050