

Our Terms and Conditions of Business

By using our service you agree to our terms and conditions of business

Our Initial visit

We charge an extra 30% of the maintenance clean price to cover the additional time taken to get everything upto standard.

What to expect

Our pure water cleaning system is extremely effective at cleaning general dirt and pollution from your windows, however if you have builders residue (such as paint, render and concrete) stickers or adhesive, staining/discolouration on the windows or frames from chemicals, rust and UV bleaching of frames, pure water will not be effective at removing these and will require a restoration/deeper clean, please notify us before your first clean.

Frequency of cleans

We offer the choice of 4 or 8 weekly visits however, we ask for some flexibility on time scales of a week either side to take into account bad weather, staff holidays or equipment failure.

Bad Weather

We will always try to not clean your windows in the rain, however we do still work in light rain or short showers (this will not affect the standard of your clean). For your peace of mind we also implement a 24 hour guarantee meaning that if results are unsatisfactory we will return and re-clean your windows free of charge. (You must notify us within 24 hours of the clean)

Turning us away

We will do our best to provide a regular and reliable service but in order to do so we need reliable customers. We reserve the right to charge you full price due to cancellation on the day as we have already made time and space for your clean in our busy schedule and it is too late for us to replace that slot with another. We also reserve the right to charge the full price of the clean if access on the day has not been made available by the customer.

Ending our services

If for one reason or another you should wish to cancel our services you have the right to do so at any time. This can be done by telephone on 0161 327 1595 or by email to matt@trucleanplus.uk

However, we do not offer one off window cleans, by using our services you agree to a minimum of 3 cleans. If cancelling before 3 cleans have taken place the remaining cleans will be payable.

Complaints procedure

We will always try to provide you with the best possible service every time we attend your property. If for any reason you are not satisfied with our work, you must contact us within 24 hours of the clean. We will be happy to return the next working day to re-clean your windows for free.

Please note that complaints made after 24 hours may not be re-cleaned. Please note we operate a no refund policy, we will rectify work you are not happy with free of charge provided we are informed within 24 hours of the clean date.

Confidentiality

All of our customer information is kept on a confidential, secure database and is not discussed or shared with any individual or company, as is required under the terms and conditions of the data protection act.

Payments

Customers joining our 4 or 8 weekly rounds are required to pay via our direct debit system Gocardless which can be set up on our payments page (<https://trucleanplus.uk/payment>) payments are then automatically collected 3-5 working days AFTER each clean.

Customers booking one off services such as gutter clearing who are not joining our regular rounds are required to pay via BACS, payment due on invoice.