



A22 Cleaners Window Cleaning Terms and conditions. To commence 1st October 2019.

By using our window cleaning service, you agree to our terms and conditions

1.0 Initial visit

For your first clean only there is a one-off charge to cover the additional time taken on the initial clean, this varies with house size and frequency of ongoing cleans, this will be explained when you are quoted a price.

1.1 How often will we visit

We offer the choice of every 4, 6, 8 or 12 weekly visits. We ask for some flexibility on time scales due to rain and other factors of a week either side of the time due.

1.2 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. Our promise to you is that the results will still be the same. If rain is heavy, we will not clean your windows. Your clean will be carried over to the next working day.

1.3 Turning us away

We will try to be as reliable as we can for you, but we also appreciate our customers being reliable. We will make time and space in our schedule for you. On the day of the clean it is too late for us to replace your clean with another. We reserve the right if turning our team away at the door or cancelling on the day, to charge you half the price off the expected clean. We also reserve the right to cancel any ongoing service with us. We also reserve the right to charge half the price of the expected clean if access on the day has not been made available by our customer.

1.4 Ending our services

If for one reason or another you should wish to cancel our services with A22 Cleaners, you have the right to do so at any time. This can be done by telephone on 07833494547 or by email to a22cleaners@yahoo.com.

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.

1.5 Complaints procedure

We will always try to provide you with the best possible service every time we clean your windows. If for any reason you are not satisfied with our work, you must contact us within 24 hours of the clean. We will then 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.

1.6 Confidentiality

All customer information is kept on a confidential 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.

1.7 Payments

Customers joining our 4, 6, 8 or 12 weekly rounds are required to pay via our direct debit system Gocardless which can be set up on our websites payments page. Payments are then automatically collected 5 days after each clean.

A22 Cleaners

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follow us @a22cleaners

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