

# SHINING WINDOW CLEANERS LTD

**TERMS AND CONDITIONS 2018 ©**

**Last updated: 01/01/2018**

**Please read these terms and conditions carefully before using [www.shiningwindows.co.uk](http://www.shiningwindows.co.uk) operated by Shining Window Cleaners Ltd.**

**Your access to and use of this service is conditioned on your acceptance of and compliance with these terms. These terms apply to all visitors, users and others who access or use Shining Window Cleaners Ltd service.**

**By booking any of our services you accept the following terms and conditions of trading. If you disagree with any part of the terms and conditions, then you may not access a service.**

## **Ease of Reference**

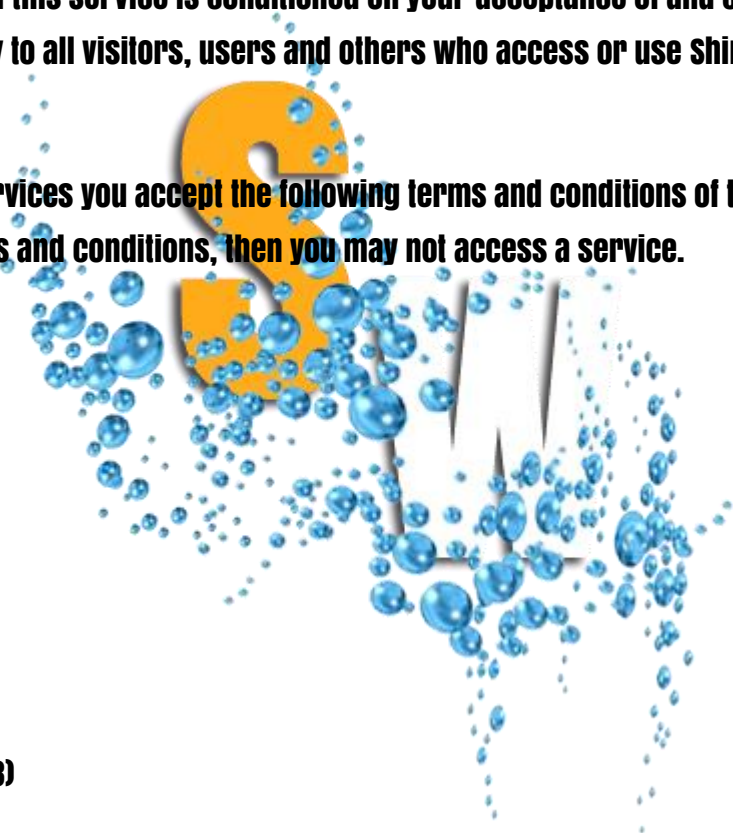
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## **i. Billing Policy**

- i. All payment are made in advance. No bookings will be completed without prior payment.**
- ii. Payment should be made through our online shop through paypal using a paypal account or a credit or debit card.**
- iii. Payment can be made directly via bank transfer using the pay your bill page.**
- iv. We do not store credit card details nor do we share customer details with any 3rd parties**
- v. Paypal Trading - We trade as Shining Window Cleaners Ltd**

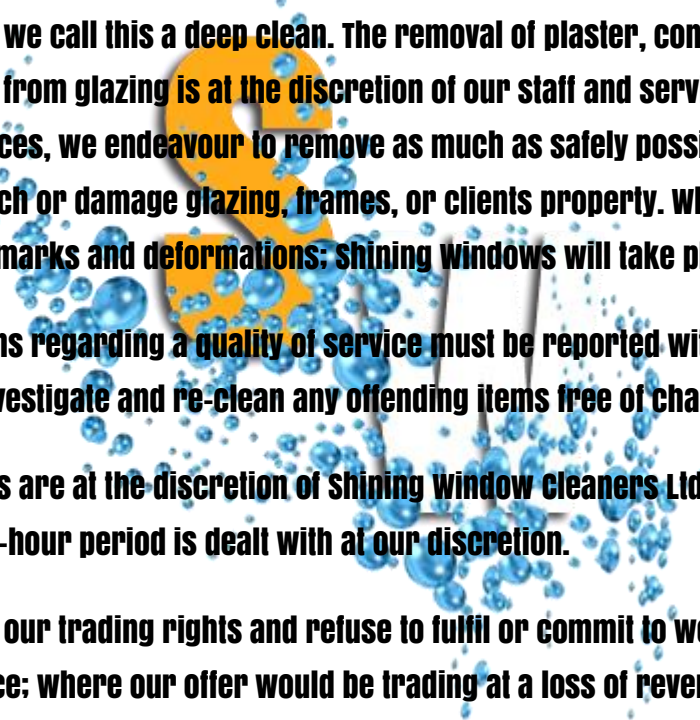
**Paypal ID Email - [info@shiningwindows.co.uk](mailto:info@shiningwindows.co.uk)**

**Merchant account ID - JK5WEY5V4MGUS**

- vi. Paypal Terms and conditions - You can find a copy of Paypal terms and conditions @ [www.paypal.com](http://www.paypal.com)**
- vii. If an agreement is made between Shining Window Cleaners Ltd and a client that we will accept cash, payment for the service is due immediately upon completion of work.**
- viii. Commercial clients; Shining Window Cleaners Ltd advise up to 7 days to pay your bill in full, upon invoice or on notification that services are complete. If you fail to adhere to these conditions, your account and services will be suspended until the arrears have been settled.**
- ix. Should you dispute an outstanding invoice and claim to have made payment, the onus is on the client to prove payment has been completed, arrived and/or cleared funds.**
- x. We do not accept cheques or postal orders.**
- xi. Commercial customers will be charged a late payment fee, should payment still be due on the account on a following invoice, you will be charged an interest rate of 10% per month until the balance has become cleared in full. Should your account remain unpaid, Shining Window Cleaners Ltd will charge you for any expenses incurred to recover the debt, including; legal costs incurred in obtaining payment on an indemnity basis, a charge of £25 for letters, £30 for returned payments, £50 admin fee per legal notice served, any legal fees, any third-party costs involved in tracing the location of a client, any costs incurred for debt collection and further legal action. We also reserve the right to pass unpaid accounts to a debt collector/solicitor for recovery or legal action, to whom we may assign the debt and all rights without restriction.**

## **ii. Delivery Policy**

- i. Standard delivery is based upon a date and time set or arrange with the client, either via telephone, email, in person or through other written communications.**
- ii. one off purchases can be rescheduled 24 hours prior to the cleaning date provided. Failure to do so will result in a full charge for any work scheduled within this period.**
- iii. Shining Windows Cleaners Ltd reserves the right to take photographs of work before and after cleaning. We will endeavour to ensure that all clients privacy will be respected**
- iv. We will always endeavour to clean all windows. However, if any windows deem to be inaccessible or in an unsafe environment, these will not be cleaned. Shining Window Cleaners Ltd will inform you of this decision.**
- v. Working environments at clients properties are expected to be clear, clean and safe working grounds for our staff, we send out an email requesting for any working areas to be safe and clean, where we find unacceptable or unsafe working environments we will not complete a service in that area.**
- vi. Safety is of paramount importance. We must ensure that working environments are safe. Children and pets must be enclosed in the safety of the house, for the duration of any cleaning services being completed.**
- vii. All work is scheduled to a specific date and time either by the client or by Shining Window Cleaners Ltd at the customer's agreement. All dates and times are subject to such factors such as extreme weather, traffic constraints etc. All times are a rough guide to our attendance. Shining Window Cleaners Ltd will endeavour to communicate with the customer regarding any delays or postponement.**
- viii. We will complete some work in light/medium rain, we do not work during heavy rain, snow, storms or other weather conditions considered to be dangerous.**
- ix. You permit all Shining Window Cleaners Ltd employee's access to your property, i.e. all gates must be unlocked. Should we be unable to access any part of your property/premises due to locked gates etc, we will only clean the accessible areas, such as front or side/s. We will be unable to return to clean the restricted area until the next scheduled clean. To avoid this, please ensure safe access is available.**

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- x. **If you prefer keeping your gate locked or access is available through a garage, or licensed key holders, Shining Window Cleaners Ltd can hold a key and access codes in complete safety. If you would like Shining Window Cleaners Ltd to hold a key/access code please contact us.**
- xi. **Shining Window Cleaners Ltd service will consist of: cleaning the glass to a high standard, and cleaning the sills and frames. Excessive moss, staining/discoloration, algae and plant life will not be removed. If the windows are in bad condition, we will communicate with you about your windows, when required we reserve the right to request a condition of property to be signed before services are completed. Dirt and grime that becomes embedded in small cracks and crevices in the frame work will not always be removed unless Shining Window Cleaners Ltd is instructed to do so outside of a usual service agreement, we call this a deep clean. The removal of plaster, concrete and hard substances from glazing is at the discretion of our staff and service provider. In most circumstances, we endeavour to remove as much as safely possible, we have to be sure not to scratch or damage glazing, frames, or clients property. Where glazing has existing scratches, marks and deformations; Shining Windows will take photos before cleaning.**
- xii. **Any concerns regarding a quality of service must be reported within 24 hours, we will re-attend to investigate and re-clean any offending items free of charge.**
- xiii. **All re-cleans are at the discretion of Shining Window Cleaners Ltd. Any complaints received after the 24-hour period is dealt with at our discretion.**
- xiv. **We reserve our trading rights and refuse to fulfil or commit to work under our "Match or Beat" service; where our offer would be trading at a loss of revenue or profit in advanced/extreme financial circumstance. We do not control or influence third parties' prices and trading policies and therefore will be unable to compete in these circumstances. We do not compete with equipment and tools in any circumstance in our offer "Match or Beat" service. We will never compromise health and safety in opposition of price, discount or competition.**

### **iii. Cancellation Policy**

- i. You agree to give 30 days' written notice as a commercial or residential customer of terminating a regular service plan or contractual agreement, usually written by us, this includes online booked services.**
- ii. We require 30 days notice to cancel a one-off service, this provides us with a reasonable time frame to schedule new work, should you wish to cancel within 30 days of your service scheduled date no refund will be issued.**
- iii. Working environments at clients properties are expected to be clear, clean and safe working grounds for our staff, we send out an email requesting for any working areas to be safe and clean, where we find unacceptable or unsafe working environments we will not provide a refund for a service.**
- iv. Your contract with Shining Window Cleaners Ltd runs to a specific date, a completion date, and on an ongoing basis when requested, you will be charged the full remaining contract value should you choose to cancel within this period.**
- v. If you wish to postpone an appointment or service, you must notify us at least 24 hours in advance. If for any reason you fail to keep an agreed appointment, you will be charged for the services booked, at the full amount.**
- vi. We do not accept liability for damage caused by decorative or structural defects, or conditions at your property/premises, such as, but not limited to, ill-fitting windows, doors, fascias, guttering, window/conservatory trims, unsecured windows and doors, leaking seals, decorative bars stuck on glass, rotting frames, flaking paint, open/broken trickle vents, etc.**
- vii. Due to insurance liabilities, we will be unable to move obstacles such as, but not exclusive to: flowerpots and garden furniture, filling cabinets and items on internal window sills. If these or any other items are deemed to restrict access to an area of your property/premises, we will be unable to clean it.**
- viii. We reserve the right to cancel any of your services, at any time of our choosing.**

#### **iv. Refund policy**

- i. No refund will be issued for any purchase being made online that does not match the description of the service purchased through the online shops, no refund will be provided for any service booked with the wrong property or incorrect details regarding property size per national data archive or local authorities.**
- ii. online packages are non-refundable and can not be redeemed with another service, account balances for services or packages can not be changed.**
- iii. No refunds issued for any service where grounds are deemed as unsafe, or there are access complications and/or services not completed in these circumstances.**
- iv. Should you choose to refuse work from being completed during a service plan or online package, you will be charged in full for all services booked to date.**
- v. We do not provide refunds for multiple services or packages purchased from our online website @ [www.shiningwindows.co.uk](http://www.shiningwindows.co.uk)**



## **V. Privacy Policy**

- i. This Privacy Policy governs the manner in which Shining Windows collects, uses, maintains and discloses information collected from users (each, a "User") of the website ("Shining Window Cleaners Ltd").**
- ii. This privacy policy applies to the site and all products and services offered by Shining Window Cleaner Ltd.**
- iii. We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information. Users may, however, visit our site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain site related activities.**
- iv. We may collect non-personal identification information about Users whenever they interact with our site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our site, such as the operating system and the internet service providers utilized and other similar information.**
- v. Our site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the site may not function properly.**
- vi. Shining Window Cleaners Ltd may collect and use Users personal information for the following purposes. To improve customer service, information you provide helps us respond to your customer service requests and support needs more efficiently. To personalise user experience We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our site. To improve our site we may use feedback you provide to improve our products and services.**

- vii. We may use the information users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service. To run a promotion, contest, survey or other site feature to send users information they agreed to receive about topics we think will be of interest to them. To send periodic emails we may use the email address to send user information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If user decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the user would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or user may contact us via our site.**
- viii. We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our site. We do not sell, trade, or rent users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.**
- ix. Users may find advertising or other content on our site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our site, is subject to that website's own terms and policies.**
- x. Ads appearing on our site may be delivered to users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile non personal identification information about you or others who use your computer. This information allows ad networks to, among**



**other things, deliver targeted advertisements that they believe will be of most interest to you. This privacy policy does not cover the use of cookies by any advertisers.**

