

Terms and conditions.

Mop For You LTD, 16 Melbourne Way, Enfield, London, EN1 1XF.

By placing an order in person, over the phone or by email, clients are bound to the following 'Mop For You' Terms and Conditions:

Regular / one-off cleaning services / end of tenancy cleaning / spring cleaning / move in & out cleaning / professional clean / after party clean.

The company representative provides a rough estimate of the duration of the cleaning service and costs which is based on a basic description of the customer. Please note that the cleaner may discuss a variation on the planned duration if, in practise, it appears to be required.

'Mop For You' reserves the right to amend the initial quotation, should the client's original requirements change or don't match.

If collection of keys is required from a location outside the postal code area charges may apply.

'Mop For You' will not be held responsible for any alarm systems. Client should demonstrate and give any special instructions for deactivation/activation of any alarm or other security systems.

Start times for cleaning sessions are a guide only, to within around 30 minutes. 'Mop For You' will endeavour to inform clients of late or early visits but this is not guaranteed.

Whilst the chosen day(s) and times for regular cleaning will usually be the same, times and days may be subject to change under

unusual circumstances, but with communication to the client to that effect.

'Mop For You' reserves the right to change the cleaner without notifying the client.

All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

Where it has been agreed that 'Mop For You' is responsible for damage caused to the customer's property or belongings during the course of providing cleaning services, 'Mop For You' will choose to repair the item, replace the item or make an insurance claim to that effect. 'Mop For You' is responsible for the replacement or repair and it is not the client's responsibility to replace or repair an item without the agreement of 'Mop For You'.

'Mop For You' will provide all cleaning detergents required to carry out the service, unless the client wants to supply their own.

'Mop For You' may require the presence of the customer or his/hers representative in the beginning and at the end of the cleaning session as an inspection can be carried out and if any corrections, should be made on the same day.

By entering under this Terms and Conditions with 'Mop For You', after the termination of the cleaning service provided by 'Mop For You', the Client must not use the services provided by a present or past cleaner introduced to the Client by 'Mop For You'. If the Client does

wish to use services provided by such a cleaner our referral fee is £500.

PAYMENTS

Unless otherwise agreed, payment is due by return of invoice and can be paid by cheque, cash or bank transfer. The client will be responsible for all bank and legal charges resulting from returned cheque(s). Bank details for bank transfer are sort code 30-90-09 and account number 45022060. If paying by bank transfer the client must include their name and invoice number as the 'reference' to allow correct reconciliation of the customer's account.

The Mop For You reserves the right to suspend cleaning services if scheduled payments are missing.

If payment is not made after 30 days of invoice then the account may be passed to third party, after which a charge of 20% on top of the initial invoice due, will be added to the debt. You agree as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.

The client accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle client to no refunds or recovery cleanings.

Cleaning services booked on a bank holiday will incur an additional charge per hour + VAT to cover additional labour charges, unless otherwise agreed.

COMPLAINTS and DISPUTES

If the client has scheduled an inventory check then it must be scheduled to begin no later than 24 hours after the cleaning has been carried out.

'Mop For You' will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.

Complaints are accepted in writing (letter, email). Complaints must be reported on completion or in the following 24-hour.

'Mop For You' may take up to 14 working days to respond to a complaint.

Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £50 per client liability limit.

Mop For You' agrees to keep all customers' information confidential.

INSURANCE

'Mop For You' has Employers Liability, Public liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of 'Mop For You, reported within 24 hours of service date.

'Mop For You' reserves the right to refuse to share any of the confidential company's documents.

CUSTOMER SATISFACTION

Client understands that there is no right of any refunds

If the client is not satisfied with a cleaning service provided, 'Mop For You' will re-clean any areas to client's satisfaction.

MARKETING AND ADVERTISING

Client consents to the "Mop For You" using feedback that client may give on company website or via other marketing tools as well as upload photos taken at client's premises.

LIABILITY

'Mop For You' reserves the right not to be liable for:

Completing tasks which were not prior agreed.

Cleaning service not complete or provided due to the lack of suitable cleaning detergents and/or equipment in full working order, hot water or power, delayed access to the property.

Third party entering or present at the client's premises during the cleaning process.

Failing to remove old/permanent stains that cannot be removed using standard cleaning methods;

Existing damage or spillage that cannot be cleaned/removed completely using provided by the clients cleaning detergents and equipment or standard cleaning equipment;

Any damages caused by a faulty or not in full working order detergents/equipment supplied by the client.

If the client has got items which need special cleaning methods and special cleaning detergents, 'Mop For You' reserves the right to refuse the provision of the cleaning detergents.

CANCELLATIONS

Client agrees to pay the full price of a cleaning visit if the client cancels or changes the date/time less than 24 hours prior to the scheduled appointment.

Client agrees to pay the full price of the cleaning visit in the event of a lock-out caused by our cleaners being turned away; no one on site/home to let them in; or problem with client's keys.

Client may terminate the cleaning service by giving 4 weeks (28 days) advanced notice in writing and specifying the last cleaning date.

These Terms and Conditions shall be subject to the laws of England and Wales and any and all disputes arising here under shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.

