

# Hi Spec Cleaning Ltd

Mundus Villa, 102 Whittington Road, Hutton, Brentwood, Essex. CM13 1JZ

## Payment Terms, General Terms and Conditions

### Pricing.

1. **Hi Spec Cleaning** reserves the right to amend our initial quotation given, should the description of works change of differ from our first visited to the property.
2. **Hi Spec Cleaning** reserve the right to amend our original estimate given over the telephone should the description of works differ from what was said, or the client's original requirements change.

### Access.

1. The client is responsible for providing access the property at the scheduled time.
2. If key access is provided, they must open and close all locks without any special efforts or skills.
3. Failure to provide access to the property at the agreed time could be subject to a £50.00 non-returnable fee.
4. The customer is requested to provide a suitable parking space for our vehicle/s within a proximity of the property and will cover any parking or congestion fees if applicable.  
Window Cleaning.
5. Only accessible windows will be cleaned.

### Cancellations.

1. **Hi Spec Cleaning** has the right to cancel or reschedule any service in case of: - where an accident or any unexpected circumstances have befallen on the assigned cleaning team.
2. Noncontract clients may cancel or reschedule their service by giving us at least a 48hrs notice, failure to provide us with the needed notice will result in a £50.00 non-refundable fee.
3. The client is liable for any mistakes they may make regarding any incorrect bookings or cancellations.
4. The client may cancel or reschedule a regular cleaning service by giving at least two full weeks' notice prior to the cleaning service in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) giving the reason and specifying the cleaning day/s and date/s. The client will be liable to pay for the full-service price if the notification is not received in time.
5. The client may terminate their regular cleaning contract by giving at least four full weeks' notice prior to the cleaning service in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) giving the reason why and specifying the last cleaning day/date. The client will be liable for the full-term service price if notification is not received in time or wish for our operatives to terminate the cleaning earlier.
6. We reserve the right to refuse any cleaning job if the condition of the property is hazardous to the health and wellbeing of our operatives.
7. **Hi Spec Cleaning** has the right to reschedule any service in the case of. Where an accident or any unexpected circumstances have befallen on the assigned cleaner/s.

### Payment for Non-Account Customers.

#### Deposits.

1. One off cleaning services up to £250.00 must be secured with a **deposit of 50%** of the total cost of the services.
2. One off cleaning services of £250.00 and above must be secured with a **deposit of 25%** of the total cost of the services.
3. Deposits are to be paid at least 48 hours in advance. By bank transfer please ask for details.
4. Debit card payments made over the phone carry a **3% surcharge** of total payment. Credit card payments made over the phone carry a **5% surcharge** of total payment.
5. Full payment prior to the service starts, carries a **discount of up to 15%**. The payment must be confirmed no later than 48 hours before the commence of works in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com)  
Once all the works have been conducted.
6. A customer satisfaction form is to be signed by the client or by representative to confirm that the works have been carried to full satisfaction.
7. You agree to make full payment or balance directly to a company team member that is on site.
8. By making payment you agree that the services have been conducted to your satisfaction and that there are no damages and you do not have any complaints or issues.  
Invoiced customers.
9. If the client or representative is not available upon completion of works, the client has 24 hours to put any complaints in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) detailing the problem areas.
10. Non receipt of email of complaint will deem that the cleaning was conducted to full satisfaction.
11. Invoices must be paid within 7 days from date of invoice to avoid any surcharges being made.
12. Overdue payments will be subject to a compensation fee of £40.00 plus interest at Bank of England base rate plus 8%

## Payment for Account/Contract Customers.

1. The client agrees the first initial clean or service may cost more than the agreed daily/weekly price quoted.
2. The client agrees to make payment within 7 days by bacs or bank transfer from invoice date. Unless extended time is agreed.
3. Overdue payments are subject to a compensation fee of £40.00 plus interest at Bank of England base rate plus 8%
4. The client may terminate their cleaning contract by giving at least four full weeks' written notice prior to the first day of the weeks cleaning service via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) giving the reason why and specifying the last cleaning day/date.
5. **Hi Spec Cleaning** receives the right to increase your prices without notice.

## Contract/Account Customers Additional Terms.

1. The client agrees to a minimum contract period of three-months from the date of the first service clean.
2. The client may terminate their cleaning contract after three months. By giving at least four full weeks' written notice prior to the first day of the weeks cleaning service via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) giving the reason and specifying the last cleaning day/date.
3. **Hi Spec Cleaning** cover all staff holidays including bank holidays except for the Christmas and New Year festive period. If cover is required for the period a minimum of 1 months written notice but not more than 2 months must be given via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) prior to commence of works. There are additional costs for covering the festive period.
4. The client may cancel or reschedule a regular cleaning service by giving at least two full weeks' notice prior to the cleaning service in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) giving the reason and specifying the cleaning day/s and date/s. The client will still be liable to pay for the full-service price if notification is not received in time.

## Cleaning Services.

1. The client must provide electricity and hot running water at the premises to where the cleaning services are to be conducted.
  2. Failure to provide these services may be subject to a £50.00 non-refundable fee.
  3. The client may be liable for any mistakes made regarding an incorrect booking or service.
- General Cleaning.
4. **Hi Spec Cleaning** cannot guarantee the end finished standard of cleaning. If there are people still working on site whilst the cleaning is being conducted.
  5. High level dusting will be conducted to hand height two metres.
  6. Where a long reach feather duster or vacuum cleaner is used the height is then approximately three metres.
  7. Fingerprints will be removal from windows, doors, and glass panels to hand height only.
  8. For health and safety reasons a minimum of two operatives must be on site whilst cleaning is conducted on either steps or ladders.
  9. Full cleaning of glass doors, panels and windows will be conducted by a window cleaner. Additional charges may apply.
  10. Cleaning of kitchen cupboards. Insides will be cleaned if they are empty. Top of kitchen units will be cleaned to the best of our ability using industrial chemicals, but we cannot guarantee the finish standard if they have not been cleaned regularly.
  11. Cleaning of carpets, furnisher is to be removed by the client prior to cleaning. If we are to move furnisher, we will do so taking the best care possible, but we cannot be liable for any damages that may accrue.
  12. **Hi Spec Cleaning** requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and will not be cleaned by the cleaning operatives.
  5. A customer satisfaction form must be signed by the client or their representative to confirm that the works have been carried to full satisfaction. If the client or representative is not available upon completion of works, the client then has 24 hours to put any complaints in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) detailing the areas.

### Cleaning of Appliances.

13. Fridges must be turned off and completely empty prior to a full cleaning service.
14. Freezers must be completely defrosted and empty prior to cleaning.
15. Ovens, fridges, microwaves will be cleaned to the highest standard possible. However, if they have not been cleaned since they were purchased or regularly cleaned. Regrettably, we will not be liable for ingrained dirt that cannot be removed by using industrial chemicals.

### Commercial Cleaning.

16. The client is responsible to ensure that their desks are clear of all paperwork and files, so the cleaning and or polishing of their desk can be undertaken. Any uncleared desks will not be cleaned.
17. Computer screens will only be cleaned if they are turned off.
18. Keyboards will only be dusted. We will not be responsible or liable for any dirt or dust getting stuck into any working parts.
19. Computers, workstations, printers, and paper shredders are to be turned off, these items will be dusted and or damp wiped cleaned, we will not be held responsible or liable for any dirt or dust getting stuck into any working parts. This also includes laptops.
20. Telephone handsets are cleaned by using a disinfected telephone wipe. We cannot guarantee to remove all ingrained dirt to the handset or the telephone keypad.
21. Fingerprints will be removal from windows, doors, and glass panels to hand height only to which is two metres high.
22. High level dusting will be conducted to hand height only when the operative is working on their own two metres.
23. However, where a long reach feather duster or vacuum cleaner is used, the height is then increased to 3.5 metres.
24. For health and safety reasons a minimum of two operatives must be on site while any cleaning is to be conducted on steps or ladders.
25. Only accessible ledges, windowsills and windows will be cleaned. (This is arm reach and or height only)

### Office Kitchens.

26. Microwaves will be cleaned inside; however, splatter covers must be used to minimise the mess. Regrettably, we will not be liable for ingrained dirt that cannot be removed by using industrial chemicals.
27. Fridges, whilst still turned on only the shelving will be cleaned. If any food is left inside, we shall not be reasonable or liable for any cross-contamination or damage to the food.
28. Washing up of cups and plates will only be done at the request of the client.  
However, we will only conduct a resemble/sensible daily amount.
29. When washing up we shall not be liable for breakages.
30. Clean dry tea towels are to be supplied by the client.
31. If there is no hot running water or clean tea towels available. We cannot guarantee the standard of the washing up.

### Toilets.

1. We will not clean blocked toilets or urinal pans.
2. Toilets that have sanitary items inside the pan will not be cleaned.
3. We will not manage or dispose of any sanitary items.

### Complaints.

1. If you have any reason to complain, then this must be put in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) detailing the problem areas within 24 hours of the cleaning been carried out.  
Contract/account customers this will be the day of cleaning or your next working day.
2. **Hi Spec Cleaning**, will fully investigate any complaints and attempt to resolve it to your satisfaction or to an agreeable or reasonable standard.
3. The client agrees to let **Hi Spec Cleaning** to come back and do re-clean, plus inspect any disputed areas before arranging a third-party company to conduct any works or services.
4. The client or their representative must be on site for the full duration of the re-clean to confirm the works are conducted to your satisfaction.
5. **Hi Spec Cleaning** reserves the right to offer only one recovery clean per service.
6. Once all the complaints have been conducted to your satisfaction you agree to make full payment directly to an onsite company team member.
7. **Hi Spec Cleaning** reserves the right to refuse a recovery clean if a customer satisfaction form has been signed by the client or their representative to confirm that the works have been carried to full satisfaction.
8. Invoiced clients agree to pay our invoice/s in full within 7 days by bank transfer or by debit card. Charges may apply to card payments.

### Liability

1. **Hi Spec Cleaning** shall not be liable for any third parties or their actions who enter or are already present at the client's premises during the cleaning visit.
2. **Hi Spec Cleaning** will not be relied on and will not grant access to the property to any third parties, without prior arrangements. This is to be made in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) stating the third parties names.
3. **Hi Spec Cleaning** requests that all irreplaceable items (whether monetarily or sentimentally valuable) to be stored away and will not be cleaned by the cleaning operatives.
4. **Hi Spec Cleaning** shall not be responsible for shrinkage of carpets due to poor fitting.
5. **Hi Spec Cleaning** will not be liable for any wear or discolouration of carpets that become more noticeable once the dirt has been removed.
6. **Hi Spec Cleaning** will not be responsible for any existing damage to client's property in the form of old burns, spillages stains etc to which cannot be removed completely by using industrial cleaning methods.
7. **Hi Spec Cleaning** shall not be responsible for any damage to carpets caused by clients replacing furnisher onto a carpet that is not completely dried.
8. **Hi Spec Cleaning** will not be liable for any wear or discolouration of upholstery fabric that become more noticeable once the dirt has been removed.
9. **Hi Spec Cleaning** shall not be responsible or liable for any damages caused to fridges or freezers that have not been completely defrosted and empty prior to cleaning.
10. **Hi Spec Cleaning** will do our best to make sure your appliances are cleaned to the highest standard possible. However, if they have not been cleaned regularly or since they were purchased. Regrettably, we will not be liable for ingrained dirt that cannot be removed by using industrial chemicals.
11. **Hi Spec Cleaning** shall not guarantee our end of tenancy cleaning service. If the client or their third parties are still present in removing furnisher or their personal items while the service is being conducted.
12. **Hi Spec Cleaning** shall not be responsible or liable for damaged caused to computers, workstations, printers, and paper shredders etc due to dirt or dust getting stuck into any working parts.
13. **Hi Spec Cleaning** shall not be responsible or liable for any damage caused to paperwork or files that are left on desks, or any office equipment that must be moved, to enable the cleaning of the desks, window ledges or windows.
14. **Hi Spec Cleaning** shall not be responsible or liable for leaving a building unlocked due to faulty or worn outdoor locks and shall not be liable for any costs in replacing faulty or worn outdoor locks.
15. **Hi Spec Cleaning** shall not be responsible or liable for any damages caused by faulty equipment or products provided by the customer.
16. **Hi Spec Cleaning** shall not be responsible or liable for any damage caused when cleaning paintwork. (Emulsions and satin paints are the most common ones)
17. **Hi Spec Cleaning** shall not be liable for completing jobs that are not listed on the original customers task list.
18. **Hi Spec Cleaning** shall not guarantee the end finished standard of cleaning. When there are staff or third parties still working whilst the cleaning is being conducted, or if they return to the building out of your normal working hours.
19. **Hi Spec Cleaning** shall not guarantee builders cleans when building works have not been completed, and their contractors or sub contractors are still working on the site.

20. [Hi Spec Cleaning](#) for health and safety reasons while operatives when working on their own, they will do high level cleaning to hand height only to which is two metres. For where a long reach feather duster or vacuum cleaner is being used this height then will be 3.5 metres.

## Claims

1. [Hi Spec Cleaning](#) may require entry to the premises of the claim within 24 hours to correct the problem in case of damage proven.
2. No claims or refunds will not be considered once the customer has made full payment.
3. No claims or refunds will not be considered if a customer satisfaction form has been signed by the client or their representative.
4. While our operatives make every effort not to break items, but accidents do happen, identical replacements are always attempted but not guaranteed. For this specific reason, The Company requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning operatives
5. In the case of damage, proven by us, [Hi Spec Cleaning](#) will repair the item at its cost.
6. If the item cannot be repaired, we will rectify the problem by crediting the customer with the item's present actual cash value towards a like replacement. This liability only applies once full payment for services has been received.
7. Items excluded from [Hi Spec Cleaning](#) liability include cash, jewellery, antiques, art, and items of personal sentimental value. Items of sentimental/personal value will only be made at current cash value.

## Insurance

1. [Hi Spec Cleaning](#) and their individual cleaners hold public liability insurance.
2. Claims can only be covered by [Hi Spec Cleaning](#) and or the operative's insurance, only if the damages or breakages are reported within 24 hours in writing via email to [hispeccleaning@outlook.com](mailto:hispeccleaning@outlook.com) from the date of our visit.
3. Items of sentimental or personal value will only be made at current cash value.
4. Items excluded from [Hi Spec Cleaning](#) liability include cash, jewellery, antiques, and art.
5. [Hi Spec Cleaning](#) reserves any right to refuse disclosure of confidential company documents.

Upton the act of arranging a booking for any type of service.

You confirm that you have read, and you agreed with our fees, payment terms and general terms and conditions.

[Hi Spec Cleaning](#) reserves right to amend our terms and conditions without notice.