

## **A T Professional Services Limited Terms and Conditions**

Services provided by A T Professional Services Limited (A T) are subject to the following terms and conditions:

### **1. Definitions**

- 1.1. **"We"** or **"Our"** refers to A T Professional Services (A T) Limited. **"You"**, **"Your"** or **"the customer"** refers to the customer receiving the service(s) detailed on the order form.

### **2. Quotations**

- 2.1. All estimates are subject to a site survey visit and confirmation by written quotation.
- 2.2. Quotations are valid for 28 days.
- 2.3. A quotation accepted either verbally or by signature will be subject to the terms and conditions herein.

### **3. Window cleaning**

- 3.1. All windows must be closed on washday before cleaning. Any open windows which cannot be closed will not be washed.
- 3.2. Full access is required on the day of the clean. We are unable to move any obstacles which may inhibit cleaning. Should partial access on the scheduled day reduce the extent of the clean, we reserve the right to charge 100% of the cost of the services.
- 3.3. We will not clean any windows which we consider to be inaccessible, structurally unsound or unsafe.
- 3.4. Windows cleaned with water for the first time may require two or three washes before the full benefit is seen, due to the chemical residue left by traditional cleaning methods, or leaching of ingrained dirt from frames, vents and other areas.
- 3.5. We will not bring our water hoses through the internal of customer premises but we can go through garages/gates/car parks. If the customer has no other means of rear access other than going through the internal area of the premises, we will only offer a front window cleaning service.

### **4. Jet washing**

- 4.1. We require access to an external water supply and 13 amp electrical supply to operate our equipment.
- 4.2. Full access is required on the day of the jet washing. We are unable to move any obstacles which may inhibit the jet washing. Should partial access on the scheduled day reduce the extent of the washing, we reserve the right to charge 100% of the cost of the services.

### **5. Gutter clearance**

- 5.1. We require access to a 13 amp electrical supply to operate our equipment.
- 5.2. Full access is required on the day of the gutter clearance. We are unable to move any obstacles which may inhibit the clearance. Should partial access on the scheduled day reduce the extent of the clearance, we reserve the right to charge 100% of the cost of the services.

### **6. Postponements & cancellations**

- 6.1. Every effort will be made to clean on the appointed day, although we reserve the right to alter the day without notice.
- 6.2. Postponement of any service will require a minimum of 48 hours notice from the customer before any schedule service date.
- 6.3. In the event of a cancellation by the customer of any scheduled service or part thereof, we reserve the right to charge 100% of the value of the services.
- 6.4. As our services apply throughout the year, weather conditions will not be accepted as a reason from the customer to postpone our services.
- 6.5. In the rare instance of weather conditions where we deem it unsafe to provide our services or our equipment may be inoperable, we will endeavour to provide you with as much notice as possible and re-schedule the services for another day.

### **7. Extent of services**

- 7.1. External glass surfaces will usually be washed with pure water from water fed poles.
- 7.2. All surfaces washed with pure water will be left to dry naturally.
- 7.3. A window or door is defined as any part which consists of frame, sill, sash and glass, made of wood, aluminium, steel or UPVC.

- 7.4. Paint, varnish, lime scale, mastic, cement mortar, glue, labels, or other building materials cannot be removed by pure water alone. Removal can be arranged, subject to survey and access, at an additional cost.
- 7.5. Sills made of brick, tile, stone or any material other than wood, aluminium, steel or UVPC may damage our brush heads and will not be washed.
- 7.6. External window cleaning consists of vertical windows and velux windows only unless specified otherwise.
- 7.7. Fascia and soffit cleaning includes the gutter face and as far behind the gutter as can be reached with our brushes.
- 7.8. Jet washing will remove most stains from patios, paths and driveways, but some marks like black spot may not be removed by this process. Additional charges may be incurred should chemicals be required.
- 7.9. Gutter clearance is restricted to just the gutters and does not include the removal, repair or replacement of any part of the gutter or downpipes.

## **8. Limitation of liability**

- 8.1. Nothing in these terms and conditions will:
  - 8.1.1. limit or exclude our or your liability for death or personal injury resulting from our or your negligence, as applicable;
  - 8.1.2. limit or exclude any of our or your liability for fraud or fraudulent misrepresentation; or
  - 8.1.3. limit or exclude any of our or your liabilities in any way that is not permitted under applicable law.
- 8.2. We will not be liable to you in respect of any losses arising out of events beyond our reasonable control.
- 8.3. To the maximum extent permitted by law, we accept no liability for any of the following:
  - 8.3.1. any business losses, such as loss of profits, income, revenue, anticipated savings, business, contracts, goodwill or commercial opportunities;
  - 8.3.2. loss or corruption of any data, database or software;
  - 8.3.3. any special, indirect or consequential loss or damage.
- 8.4. Subject to clause 8.1, our liability is capped at 100% of the visit value.

## **9. Payments and termination**

- 9.1. Payments are made by bank transfer to our nominated bank account as shown on the invoice. Invoices are due for payment as follows:
  - 9.1.1. Residential – Due 7 days after receipt of invoice
  - 9.1.2. Commercial – Due 30 days after receipt of invoice
- 9.2. Services may not be provided on any outstanding accounts.
- 9.3. In the event of a dispute over payment, it is the customer's responsibility to prove that payment in full has been made and cleared.
- 9.4. We reserve the right to make late payment charges and to recover any costs incurred in debt recovery.
- 9.5. We reserve the right to amend or terminate any introductory, promotional or referral scheme at any time without notice.
- 9.6. Unless otherwise agreed, terminated accounts will not re qualify for any introductory offer if the account is re-opened.
- 9.7. We reserve the right to terminate customer accounts without notice.
- 9.8. Residential contracts require 30 days written notice from the customer prior to termination. Cancellation of a direct debit does not constitute a cancellation of service.
- 9.9. Commercial contracts require 90 days written notice from the customer prior to termination, except in the case of a fixed contract period where the total contract value must be settled in full. The fixed contract period will automatically renew on the anniversary of the initial fixed contract period unless 90 days written notice from the customer is received prior to anniversary date.
- 9.10. Less than the required period of notice to terminate any contract will incur the full charge of any scheduled work.
- 9.11. All costs are exclusive of VAT unless specified otherwise.

## **10. Right to refuse work**

10.1. We reserve the right to refuse certain work even if we have taken payment in advance for the service to be carried out. The advance payment does not constitute a verbal or written contract between us. If we refuse the work on sight, a full refund of any payment received will be provided.

11. **Complaints**

11.1. Customer satisfaction is guaranteed as we will re clean any window which we recognise as unsatisfactory, so long as the complaint is received within 24 hours from the time of the wash.

11.2. Any complaints received after 24 hours will not be considered.

11.3. All disputes are covered by English law and under the jurisdiction of English courts only.

12. **Current terms and conditions**

12.1. We reserve the right to change our terms and conditions at any time without notice.

12.2. A copy of our current terms and conditions are available on request.

12.3. Errors and omissions excepted.