



Terms and Conditions for Taylorored Cleaning LTD - company number 15633790.

1. Introduction Welcome to Taylorored Cleaning. By engaging our exterior cleaning services, you agree to comply with and be bound by the following terms and conditions. These terms outline the rules and regulations governing our services. If you do not agree with any part of these terms, please refrain from using our services.

2. Services Provided Taylorored Cleaning specialises in exterior cleaning services, including but not limited to:

- Pressure washing
- Window cleaning
- Gutter clearance
- Roof cleaning
- Render & building cleans

3. Quotes and Estimates

3.1 All quotes provided are based on the information supplied by the customer. Any changes to the scope of work may result in adjustments to the final price.

3.2 Quotes are valid for 30 days from the date issued.

3.3 Additional costs may apply for services not included in the initial quote, subject to prior customer approval.

4. Payment Terms

4.1 Payment is due upon completion of the service unless otherwise agreed in writing.

4.2 We accept cash or bank transfer, details of which can be found on your invoice.

4.3 Late payments may incur additional charges of 5% per month on the outstanding balance.

5. Cancellation and Rescheduling

5.1 Clients must provide at least 48 hours' notice for cancellations or rescheduling. Failure to do so may result in a cancellation fee of 20% of the quoted price.

5.2 Taylorored Cleaning reserves the right to reschedule services due to adverse weather conditions or unforeseen circumstances, with notice provided to the client. In circumstances of extreme weather this may be on the day.



6. Access and Preparation

6.1 Customers are responsible for ensuring clear access to the property and areas to be cleaned.

6.2 Taylorored Cleaning is not liable for delays or incomplete work caused by restricted access or obstructions.

6.3 Any items that may be damaged by water or cleaning solutions should be removed by the client before the service.

7. Liability and Damages

7.1 Taylorored Cleaning takes every precaution to deliver services safely and effectively. However, we are not liable for pre-existing damage or wear and tear on surfaces or structures. It may be that during our service pre-existing conditions are identified. If this is the case we will let you know as soon as possible.

7.2 Clients must inform us of any fragile or high-risk areas before the service begins.

7.3 Any claims for damages must be reported within 24 hours of service completion.

8. Environmental Considerations

8.1 We use eco-friendly cleaning solutions wherever possible and comply with environmental regulations.

8.2 Clients are responsible for ensuring proper drainage and disposal of wastewater on their property.

9. Guarantees and Complaints

9.1 Taylorored Cleaning strives for 100% customer satisfaction. If you are not satisfied with our service, please contact us within 24 hours, and we will address the issue.

9.2 Guarantees do not cover results affected by factors beyond our control, such as heavily ingrained stains or weather conditions.

9.3 Full details of our complaints policy can be found on our website or requested by getting in touch with us.

10. Privacy Policy

10.1 Taylorored Cleaning respects your privacy and handles your personal information in accordance with applicable data protection laws.

10.2 We will not share your personal information with third parties without your consent, except as required by law.



11. Termination Taylorred Cleaning reserves the right to terminate services at any time if the client breaches these terms and conditions or engages in conduct deemed unacceptable by our team.

12. Governing Law These terms and conditions are governed by the laws of England & Wales and any disputes will be resolved in the courts of England & Wales.

13. Amendments Taylorred Cleaning reserves the right to update or amend these terms and conditions at any time. Clients will be notified of significant changes prior to their next scheduled service.

Contact Us For any questions or concerns about these terms, please contact Taylorred Cleaning at:

- Email: hello@taylorredcleaning.co.uk
- Phone: 07432878542
- Address: 1st Floor, 50 High Street, Cosham, Portsmouth, Hampshire, PO6 3AG.

Thank you for choosing Taylorred Cleaning. We look forward to providing you with exceptional exterior cleaning services!

Window Cleaning Terms and Conditions

In addition to the above terms and conditions, the following apply for our regular window cleaning service:

Taylorred Cleaning LTD – Window Cleaning Terms and Conditions

1. Payment Terms

- Payment is due upon receipt of your invoice or on the day of your clean if paying cash unless alternative terms have been agreed upon in advance.
- Late payments may incur additional charges of 5% per month on the outstanding balance.
- If payment is not made for 2 consecutive cleans then we reserve the right to remove you from the cleaning round.

2. Weather Conditions

- Cleaning will continue in light rain as these conditions do not impact our cleaning quality.



- In cases of heavy rain, high winds, icy or stormy conditions we may need to postpone your clean on safety grounds. If this is the case we will let you know as soon as possible and aim to re-schedule within 7 days.

3. Regular Cleans

- Our rounds operate on a monthly, 6- weekly or bi-monthly or 12- weekly basis.
- We provide year-round service. If you require a one off clean please let us know when requesting a quote.
- Depending on the condition of your windows we may charge an initial cleaning fee. This is to account for the additional time and water required to undertake a clean of particularly dirty windows. After the initial clean a regular maintenance clean will commence.
- Our commitment to you is that we will clean your windows at regular intervals as agreed with you. Our expectation is that you maintain this commitment and don't cancel cleans during the year. This helps us to maintain our business and ensure we can continue cleaning your windows long into the future!
- Our working hours are Monday – Saturday 08:00 – 17:30, if you require a clean outside of these hours or during a specific timeframe, please let us know as soon as possible and we will do all we can to accommodate your request.

5. Access

- We will send you a text or WhatsApp message the evening before your clean is due. Please ensure that:
- All dog faeces is removed from your garden.
- Access to the rear of the property is possible.
- All windows are closed.

If access is restricted, we will clean accessible areas and charge accordingly. Re-cleans for inaccessible areas may not be possible.

- We may unlock gates if needed to access windows. They will be closed again and re-locked when we leave. Please let us know of any specific instructions.

6. Cancellations

- We require notice of 1 clean if you wish to cancel our services on-going. If you don't require your regular clean as a one-off then please give us as much notice as possible. Cleans cancelled on the day will be subject to a 100% charge.