



UNTIL IT'S DONE

TERMS AND CONDITIONS

JANUARY 2019

By placing an order either over the phone, email or web site, you have made a verbal or written agreement, and are bound to **UNTIL IT'S DONE's** Terms and Conditions.

A. GENERAL

- i. UNTIL IT'S DONE reserves the right to amend the initial estimate, should the client's original requirements change or due to incomplete or incorrect initial information.
- ii. Estimates are based on one visit to the property, the client must understand that additional charges will apply if UNTIL IT'S DONE return to the property due to the working environment being different to what was agreed.
- iii. The term "cleaning" does not include the removal of oil, paint, varnishes, wax or other substances such as sticky tape, stickers or blu-tac. These items would need to be specifically requested and agreed beforehand.
- iv. We do not clean as standard service bathroom bins, bedroom bins, or kitchen bins.
- v. UNTIL IT'S DONE remove and dispose of all toilet brushes and similar for hygienic reasons.
- vi. Estimates do not include cleaning of walls, ceilings, curtains, patios, carpet cleaning, upholstery cleaning, cleaning cutlery, crockery and pots/pans. All are available at an extra charge. If cleaning of walls and ceilings is requested the client must understand that UNTIL IT'S DONE cannot be held responsible for any unsuccessful results or any damage caused to the paintwork.
- vii. If your property has high ceilings or high windows that are outside of stepladder reach, then we may require specialist lifting equipment to cover the work which will be an extra cost. All our staff are important to us and their health and safety is paramount at all times.
- viii. We do not clean as standard service conservatory ceilings and conservatory blinds, unless specifically requested and agreed beforehand.
- ix. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 + vat is payable.
 - x. If keys are provided, they must open the lock without any special efforts or skills.
 - xi. UNTIL ITS DONE will not be responsible for triggering any alarm systems. The Client should give specific instructions for deactivation/activation of any household alarm systems.
 - xii. The client understands that additional charges may apply - parking, bulbs, electricity top ups and removal of rubbish
 - xiii. UNTIL IT'S DONE provides all equipment and materials required for the job.
 - xiv. As part of our service we take before, during and after photographs. These photographs are taken as evidence to show the work undertaken and also to highlight any pre-existing damage was not caused through the process of our service.
 - xv. These photos remain the property of UNTIL IT'S DONE and are only used for evidential purposes, they will not be shared or displayed in any form. If these images are required by the client for inventory purpose or to settle tenancy dispute issues, a £20 + VAT is payable.

B. ADDITIONAL TERMS AND CONDITIONS FOR END OF TENANCY AND DEEP CLEANING

- i. All end of tenancy and deep clean orders are subject to a £60 + vat minimum call out charge.

C. ADDITIONAL TERMS AND CONDITIONS FOR CARPET CLEANING & UPHOLSTERY CLEANING

- i. If there was a dog, cat or other hairy pet animal in the house/flat then an extra 30% may be added to the initial estimate due to the extensive amount of animal hair slowing down the cleaning process, unless agreed in advance.

D. ADDITIONAL TERMS AND CONDITIONS FOR OVEN CLEANING

- i. Majority of oven doors consist of several pieces of glass and we clean these thoroughly when disassembly is straightforward. If there are drips between glass that we cannot separate, unfortunately we will not be able to clean these areas.
- ii. We do not clean any electrical parts, elements and thermostats. We do not undertake any responsibility if they are not functioning after cleaning, all used ovens can breakdown at any time. We do not accept any responsibility for any electrical faults.
- iii. Cleaning will not remove scratches, chips, defects in the enamel or scorch marks.
- iv. Knobs and markings on the panel may come off while cleaning. Therefore, it is the client's responsibility whether the cleaner should carry out cleaning of the panel or not.
- v. Rubber door seals on many occasions will no longer be fit for purpose. If during attempts to clean they break these will be replaced at an additional cost and may take up to 5 working days to arrive
- vi. If the bulb no longer works, we will replace at an additional cost.

E. REMOVAL AND WASTE DISPOSAL POLICY

- i. UNTIL IT'S DONE is Licensed by the Environment Agency to carry and dispose of waste legally.
- ii. Additional charges will apply for the removal of any waste within a property. This can only be confirmed after all has been gathered and the method of removal is confirmed.

F. PAYMENTS

- i. Unless otherwise agreed full payment is requested 48 hours prior to the day of the cleaning.
- ii. Payment can be made by electronic bank transfer, details will be available on the invoice.
- iii. Payment can be made by debit or credit card over the phone, a 2.5% surcharge will apply. UNTIL IT'S DONE will not share the client's card details with a third party.
- iv. The client agrees that any outstanding amount owed to UNTIL IT'S DONE for additional work will be paid in full before the team leave the property.
- v. Any 'late payments' may be subject to additional charges.
- vi. If payment is not made after 30 days of invoice then the account may be passed to a third-party for collection, after which a charge of 15% plus VAT, 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.

G. COMPLAINTS AND CLAIMS

- i. The client accepts and understands that any complaint must be reported on completion or in the following 24 hours of the service date. After 24 hours the client will cease to be entitled to any refund or recovery cleaning.
- ii. If the client has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been carried out.
- iii. Complaints should be made to UNTIL IT'S DONE office 02890457707 or email to support@untlitsdone.co.uk
- iv. UNTIL IT'S DONE may take up to 3 working days to respond to a complaint.
- v. UNTIL IT'S DONE will not accept a complaint based on an Inventory check report filed more than 24-hour after the cleaning session.
- vi. UNTIL IT'S DONE agrees to keep all clients' information confidential.
- vii. In case of damage UNTIL IT'S DONE will repair the item at its cost. If the item cannot be repaired UNTIL IT'S DONE will rectify the problem by crediting the client with the item's present actual cash value toward a like replacement from an UNTIL IT'S DONE source upon payment of cleaning services rendered.

H. CLIENT SATISFACTION

- i. The client understands that they are not entitled to any refunds.
- ii. If the client is not completely satisfied with a cleaning job, UNTIL IT'S DONE will re-clean any areas and items to the client's satisfaction. Therefore, the client must allow UNTIL IT'S DONE to return.
- iii. The client must be present at all times during a recovery clean. UNTIL IT'S DONE reserves the right not to return a cleaner more than once.
- iv. The client understands that if a call back is requested and the area/s concerned are unable to be improved then an additional fee will be charged for the time incurred.
 - i. The client understands that if a call back is requested and the area/s concerned have been caused by a third party after UNTIL IT'S DONE have cleaned the area then additional charges will apply.

J. CANCELLATION POLICY

- i. 48 hours' notice is required if the client should decide to either cancel or re-schedule a cleaning appointment.
- ii. The client agrees that 40% of the estimate will be used as a cancellation fee if the client cancels or changes the date/time less than 48 hours prior to the scheduled appointment.
- iii. The client agrees to pay 40% of the estimate as a cancellation fee in the event of a lock-out caused by UNTIL IT'S DONE being turned away, no-one at the premises to open up, no water or power being available at the client's premises, a problem with the client's keys or incorrect information for deactivation of an alarm system.

K. INSURANCE

- i. UNTIL IT'S DONE has a Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of UNTIL IT'S DONE, reported within 24 hours of service date.
- ii. There is £350 excess on any claim, of which £150 is to be paid by the client and £200 by UNTIL IT'S DONE.
- iii. UNTIL IT'S DONE reserves the right to refuse to share any of the company's confidential documents.
- iv. Any attempt to commit insurance fraud or any use of false information to commit any type of fraud will be prosecuted to the fullest extent of the law together by the Company and the Insurance Provider(s). Monetary compensation as well as legal fees may incur.

K. LIABILITY

- UNTIL IT'S DONE reserves the right not to be liable for:
- i. Completing tasks which are not stated on our quotation or an agreed task list.
 - ii. Poor result in cleaning where this is considerable wear and tear to the property
 - iii. Existing damage or spillage that cannot be cleaned/removed completely using standard carpet cleaning equipment.
 - iv. Cleaning jobs not complete due to the lack of suitable facilities such as water or power.
 - v. Wear or discolouring of fabric becoming more visible once dirt has been removed;
 - vi. Failing to remove old/permanent stains that cannot be removed using standard cleaning methods.
 - vii. Shrinkage or expansion of carpets as a result of poor fitting.
 - viii. A third party entering or present at the client's premises during the cleaning process.

These terms and conditions shall be governed by the relevant law of Northern Ireland, and by agreeing to be bound by them the client agrees to submit to the exclusive jurisdiction of the relevant courts of Northern Ireland. **UNTIL IT'S DONE** reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing clients will be notified. Please check our website for updates.