

Terms and Conditions

Services provided by Brightlight Cleaning are subject to the following Terms and Conditions:

1. Window cleaning will commence after a quotation has been accepted verbally or by signature.
2. All window cleaning services are weather permitting. Should the weather conditions be deemed unsafe to clean, we reserve the right to not proceed. We will however, endeavour to provide you with as much notice and re-schedule as soon as possible.
3. We will not clean any windows we consider to be inaccessible on the day of the clean.
4. Every effort will be made to clean on the appointed day. If the Window Cleaner is unable to adhere to the confirmed schedule, he will endeavour to inform the client either by phone, in person or by email.
5. Payment is required on completion of the job either in cash, cheque & via Bacs payment unless otherwise agreed by both parties. All costs are exclusive of vat.
6. In the event of a dispute over payment, it is the client's responsibility to prove that payment in full has been made and cleared.
7. Full payment must be received within 45 days of the invoice date (unless otherwise stated). If you fail to do this, Brightlight Cleaning reserves the rights to suspend your account and services until the arrears have been settled.
8. If you wish to cancel our services, you must provide at least 28 days' notice via post or email. Failure to do so will result in a charge of the full agreed amount for any work scheduled within this period.
9. If you have a complaint against any member of staff for any reason please contact us immediately and we will look into the matter accordingly.
10. Continued use of our services will be seen as acceptance of these terms unless you inform us otherwise.

Brightlight Cleaning Services

Hazeldene

Tillingdown Lane

Woldingham

CR3 7JA

Mobile: 07984 661292 or 07961 358390

accounts@brightlightcleaning.co.uk

www.brightlightcleaning.co.uk