



## **PAYMENT**

Payment is requested on completion on the day of the cleaning session. Payment should be made before the clean takes place or at the latest on completion of the clean by BACS payment or cash for private clients.

For other contractors and agencies, payment should be made within 30 days of receipt of the invoice unless otherwise agreed.

Customer understands that any 'late payments' may be subject to additional charges.

## **COMPLAINTS/CLAIMS**

The customer accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will not entitle the customer to any refunds or recovery cleanings.

BRS require the presence of the customer or his/hers representative at the beginning and at the end of the cleaning session as an inspection will be carried out and any corrections made, the same day.

If the customer 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.

BRS allow up to 7 working days to respond to a complaint.

BRS will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session. Complaints are accepted verbally over the phone or by email. Complaints must be reported on completion or within the following 24 hours.

BRS agrees to keep all customers' information confidential.

## **CUSTOMER SATISFACTION**

Customer understands that he/she is not entitled to any refunds.

If the customer is not completely satisfied with a cleaning job, BRS will re-clean any areas and items to customer's satisfaction. Therefore the customer must allow the cleaner to return.

Customer must be present at all times during the recovery-clean. We reserve the right not to return a cleaner more than once.

## **LIABILITY**

BRS reserves the right not to be liable for completing tasks which are not stated on our task list:

We are not liable for:

\*Third parties entering or present at the customer's premises during the cleaning process.

\*Wear or discolouring of fabric becoming more visible once dirt has been removed; Failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods;

\*Existing damage or spillage that cannot be cleaned/removed completely using customer provided cleaning detergents and equipment or standard carpet cleaning equipment;

\*Any damages caused by a faulty or not in full working order detergents/equipment supplied by the customer.

## **CANCELLATIONS**

If keys are provided they must open the lock without any special efforts or skills. Customer agrees to pay the full price of one cleaning visit in case of a termination of the service if the customer has given less than one week advanced notice.

Customer agrees to pay 50% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled appointment.

Customer agrees to pay 50% of the quote as a cancellation fee in the event of a lock-out causing our cleaners to be turned away; no one home to let them in; no water or power available at customer's premises; or problem with customer's keys