

Our Cleaning Method

We use the industry standard method of pure water cleaning to clean your windows.

Pure water is pumped up the water fed pole to the soft bristled brush at the end. The brush gently agitates the dirt and muck and is washed away with the pure water which then evaporates leaving a streak free finish.

The benefits of this method are:-

- Zero contaminants in the water which leaves a spot free finish
- Environmentally friendly method as no detergents or cleaning chemicals are used, only 100% pure, clean water
- Can reach most windows, even those above conservatories, porches, extension, 3 storey windows or other hard to reach places where traditional window cleaners cannot reach
- Can be used in any weather except for heavy rain or freezing temperatures
- Safest method of window cleaning available meaning that you as the client are not liable in the event of a fall from height of your window cleaner
- No damage caused to your lawn or gutters from ladders
- No damage caused to your roofs as we won't need to climb on them to reach windows
- No one able to peer in through upstairs windows

After the First Clean

We will leave a 'windows cleaned today' slip with our preferred payment method.

On some occasions, after the first clean, you may experience spotting on the glass. This is perfectly normal and just a result of all the muck and debris being flushed from the window seals (especially if the windows have not been cleaned for some time). This usually goes after the 2nd or 3rd clean so please be patient

Why are my windows left wet?

This is a common question that we are often asked and is to do with the method of cleaning that we use. Unlike more traditional window cleaning which uses a squeegee to remove the excess water, the water fed pole method leaves water on the glass. This water has been put through multiple filtering systems including Reverse Osmosis and De-Ionisation to remove all of the

contaminants, so that when it evaporates there will be no spots or streaks remaining

Cancelling or Skipping Cleans

- Please give us 48 hours notice of your intention to cancel our service or to skip a clean as we will not be able to fill your space at any shorter notice
- If you skip/cancel 3 or more cleans without good reason we will have to review our service to you. We offer a regular and reliable window cleaning service and need regular and reliable customers in return
- We will clean your windows throughout the winter months

Our Promise to You

- We will clean your glass, frames, sills and doors on EVERY visit and in the majority of weathers
- We offer 4 or 8 weekly cleans, whichever suits you best
- We will send a courtesy text a day or so before if we need access to a rear garden
- We have a preferred, secure method of payment which must be used by all regular customers unless there is good reason not to, at which point an alternative will be arranged as a last resort
- We will not disturb your evenings by collecting payments at your door
- We will be fully insured and always work to the highest quality backed with a satisfaction guarantee.

Pets

Please clean up any cat or dog mess in your gardens prior to our visit. We cannot see behind us when cleaning and the likelihood is that we will step in something!

If your animal is prone to aggression towards strangers then please ensure he/she are kept indoors for the duration of our visit

Complaints to return and rectify

All complaints that are made with the aim to have us return and rectify a mistake must be received by us within 48 hours upon completion of any work/s for them to be deemed as true.

Any complaints to return and rectify received after 48 hours will be treated as false and dismissed in its entirety.

Pricing and Payments

- Pricing of services to be undertaken will vary from each property. There will be no set prices for services offered as multiple factors have to be taken into consideration when providing a quote.
- Quotes will be provided on request, either by online comparison to property size or by visit to the property.
- We reserve the right to increase or decrease the cost of service either across our customer base or individually.
- All customers are required to sign up to our preferred payment method, GoCardless, of which an information sheet and details how to sign up securely will be provided along with this booklet.
- If for any reason you cannot sign up to this method, alternative payment methods can be offered as a last resort with a 2% processing fee, but please be aware that when using an alternative method there is a strict 7 day period of which to make payment otherwise a late payment charge of up to 20% will be included onto your bill.

Unpaid Debts

As with any business we expect to be paid for the services that we offer. On occasion this doesn't happen for one reason or another.

If no effort is made to make payment or to get in contact and talk about what is owed within a reasonable amount of time (typically 28 days) then we reserve the right to forward the matter to 'Debt Guard Solicitors' whom will then request payment on our behalf.

Price Increases

As with any business we continually monitor our running costs annually and may be required to increase what we charge to our customers. We always endeavour to charge fairly and competitively for the high quality service that we provide.

