

Star Oven Cleaning Services – 43 Kingswood Park Avenue, Plymouth, Devon PL3 4NQ

Terms & Conditions

1. Definitions

1.1 In these Terms of Business the following definitions apply:

"The Company", "We" and "Us" – Star Oven Cleaning Services.

"Cleaner", "Cleaning Operative" - means the person or firm carrying out cleaning services on behalf of the Company.

"Customer", "User" or "viewer" of the website - means the person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the cleaning services are supplied by the Company.

"Customer's Address" - means the address where the Customer has requested the cleaning service to be carried out.

"Service" - means the cleaning services carried out on behalf of the company.

"Cleaning Visit" - means the visit to the Customer's service address by the Cleaner in order to carry out the Service.

1.2. Unless the context requires otherwise, reference to the singular includes the plural and references to the masculine include the feminine and vice versa.

1.3. The headings contained in these Terms & Conditions are for convenience only and do not affect their interpretation.

2. Website

2.1 PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. BY ACCESSING THIS WEBSITE YOU AGREE TO BE BOUND BY THE TERMS AND CONDITIONS BELOW. THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE, FROM TIME TO TIME IN OUR SOLE DISCRETION. WE WILL NOTIFY YOU OF AMENDMENTS TO THESE TERMS AND CONDITIONS BY POSTING THEM TO THIS WEBSITE. IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, PLEASE DO NOT ACCESS THIS WEBSITE.

The use of this website is subject to the following terms of use:

2.1 The content of the pages of this website is for your general information and use only. It is subject to change without notice.

2.2 This website uses cookies to monitor browsing preferences Through Google Analytics which holds information about location, how you came to site, your browser and where you visited.

2.3 Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

2.4 This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

2.5 All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.

2.6 From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

3. Contract

3.1 These Terms & Conditions represent a contract between The Company and the Customer.

3.2 Both parties shall ensure that their respective responsibilities under this agreement are undertaken in compliance with all statutory regulations and codes of conduct.

3.3 The Customer agrees that any use of The Company's services, including placing an order for services by telephone, fax, email, website forms shall constitute the Customer's acceptance of these Terms & Conditions.

3.4 Unless otherwise agreed in writing by a director of the Company, these Terms & Conditions shall prevail over any other terms of business or purchase conditions put forward by the Customer.

3.5 No variation or alteration of these Terms & Conditions shall be valid unless approved in writing by a director of the Company.

4. Quotations

4.1 All quotations are given by the Company following a request from the Customer and shall remain open to acceptance for a period of 30 days from their date.

4.2 The Company reserves the right to amend the initial quotation, should the Customer's original requirements change or the company feels that the criteria for the quotation has been misrepresented.

4.3 The Company's prices include VAT.

5. Equipment

5.1 The Company shall provide all cleaning supplies and cleaning equipment necessary to carry out the service.

5.2 The Customer must provide running water, electricity and sufficient light at the premises where the service is to take place.

6. Payment

6.1 Unless otherwise agreed in writing by the Company the account is rendered for immediate payment on the completion of the work. The Customer must make payment either by cash or cheque before the cleaner leaves the Customer's premises.

6.2 The Company reserves the right to charge interest on invoiced amounts unpaid for more than 30 days at the rate of 8% per annum above the Bank of England base rate from the due date until the date of actual payment under the Late Payment Act.

6.3 The Company reserves the right to charge £40.00 administrative fee, in addition to the balance due, for any account we must refer to collection. Please note that debt collecting companies may add their charges to the outstanding amount.

6.4 All bank charges incurred due to a Customer's cheque being returned unpaid will be passed to the Customer at a flat rate of £30.00 per cheque.

6.5 The rate of payment by the Company shall be agreed between the Company and the Customer, or his representative. The Client shall make no reduction or retention from the sum due under any invoice.

7. Cancellation

7.1 The Customer can cancel the scheduled service by giving no less than 24 hours prior notice.

7.2 There is a cancellation fee of £30.00 or 40% of the service total for cancelling or scheduling a cleaning visit with less than 24 but more than 2 hours notice.

7.3 If the Customer needs to change a cleaning day or time the Company will do its best to accommodate them. Any changes to booked services are subject to a prior notice and availability.

8. Complaints

8.1 All services shall be deemed to have been carried out to the Customer's satisfaction unless written notice is received by the Company with details of the complaint within 24 hours of the work being completed. All complaints must be received in writing by post or email no later than 24 hours after the completion of the service. The Company will fully investigate any complaint and attempt to resolve it to the satisfaction of the Customer, or alternatively to a reasonable standard.

8.2 The Customer agrees to allow the Company back to re-clean any disputed areas/items before making any attempts to clean those areas/items themselves or arranging a third party to carry out cleaning or repair services with regard to the above. Failure to do so will void our Company Guarantee and we will consider the matter fully settled. If payment has not been received in full or has been stopped by the Customer we will immediately refer the account for collection.

9. Claims

9.1 The Customer agrees that due to the nature of the service the Company guarantees only to correct any problems reported within 24 hours of the completion of the service.

9.2 The Customer agrees to inspect the work immediately after its completion and to draw the operative's attention to any outstanding cleaning issues while they are still on site. The operatives will carry out any such additional work to the Customer's complete satisfaction.

9.3 If the Customer or any third party instructed by the Customer is not present at the time of the service then no claims regarding any cleaning issues can be made.

9.4 If the Customer instructs a third party to inspect the result from the cleaning then the Company must be notified before completion of the service.

9.5 The Customer agrees and understands that claims within the allowed 24 hours does not cover services or areas not outlined in the accepted quote. Any claims made for services or areas not mentioned in an official accepted quote will be classed as not valid and as such deemed settled.

9.6 Any refunds or adjustments must be requested to the Company directly and subject to approval by the Company.

9.7 The Customer waives his right to stop payment on his cheque unless the Company fails to make good on the guarantee shown in part 11.

9.8 While the Company operatives make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, the Company requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning operatives.

9.9 In case of damage, the Company will repair the item at its cost. If the item cannot be repaired the Company will rectify the problem by crediting the customer with the item's present actual cash value towards a replacement upon payment of the cleaning services rendered.

8.10 The Company shall not be responsible for damage due to faulty and/or improper installation of any item.

8.11 No claims shall be entertained if the Customer has an outstanding balance aged more than 30 days.

8.12 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 Providers(s). Monetary compensation as well as legal fees may be incurred.

10. Liability

10.1 The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Customer arising from or in any way connected with:

10.1.1 Its failure to carry out its services as a result of factors beyond its control . Factors beyond its control include acts of god, floods, severe weather conditions, and inability to gain access to premises, lack of appropriate resources, such as water, electricity and lighting.

10.1.2 Late arrival of Company operatives at the service address. The Company endeavours to be on time on any visit but sometimes due to transport related and other problems which are beyond the Company's control, the Company operatives may arrive with a delay or the cleaning visit may be rescheduled.

10.1.3 Any existing damage to Clients property in the form of old stains, burns, scratches, dents and the like which cannot be cleaned/removed completely by the cleaning operative using the industry's standard cleaning methods.

10.2 The Company shall not be liable for any damages worth £50.00 or less.

10.3 The Company shall not be liable under any circumstances for any loss, expense, delay, costs or compensation (whether direct, indirect or consequential) which may be

suffered or incurred by the Customer if the Customer has an outstanding balance aged 30 days or more from the date the payment was due.

11. Supplementary terms

11.1 The Company reserves the right to make any changes to any part of these Terms & Conditions without giving prior notice, The Company may add or alter these Terms & Conditions from time to time and any alterations will apply to new business but not existing contracts. Please refer to your copy of these Terms & Conditions.

12. Our Guarantee

12.1 The Company has built its business and reputation by providing it's Customers with the best possible cleaning services available. Still, the Company realises, that because its operatives are human beings, they sometimes make mistakes. For this reason, the Company offers you a guarantee. If the Customer is not satisfied with the Company's service for any reason, the Company's operative will come back to the Customer's premises and re-clean the part or parts which were unsatisfactory.

13. Insurance

13.1 The Company shall insure all work it undertakes. The Company's public liability insurance covers damages caused by a cleaning operative working on behalf of the Company and includes Treatment Risk. All claims are subject to an excess of £50.00.

14. Law

14.1 These Terms are governed by the laws of England, Scotland, Northern Ireland and Wales.