

Terms and Conditions

Squeaky Clean Windows

By booking or using our services you accept our terms and conditions of trading. We have set up these terms and conditions so we can provide our customers with the best possible service and to inform customers how we operate. This should hopefully answer any questions you may have.

Frequency of cleans

We work to a 4, 8 or twelve weekly schedule, all year round. We can arrange a next clean date at the end of each clean if you wish.

Squeaky Clean Windows ask for customers to state clearly if the services requested are intended as a “one-off clean”. If not, it is assumed a verbal maintenance contract has been initiated and you will be obliged to have a minimum of 3 cleans before cancellation of the services can be requested. If you wish to cancel our services before the 3 cleans have been completed, the price of the 3 cleans will need to be paid in full.

Accessibility

Should we be unable to access any part of your property/premises due to locked gates etc. we will only clean the areas accessible to us. This will be charged at your normal clean price.

We may be unable to return to clean the restricted area until the next scheduled clean date. To avoid this, please ensure safe access is available on the clean date.

Weather conditions

At Squeaky Clean Windows we will clean your windows in most weather conditions to enable us to provide a regular and reliable service to our customers. Our pure water system works exceptionally well in all weathers; therefore the quality of your window clean will not be affected by rain or poor weather, so the result will always be the same.

If the weather conditions are extreme; such as high winds, snow or heavy rain, and we feel there will be a health and safety risk or a negative result to your clean, we will aim to come at the next available time slot.

Turning our technicians away/cancelling on day of clean

We work hard to provide a reliable service to our customers, and we appreciate it when our customers are reliable too. It is not always possible to fill a slot which has been cancelled at short notice. We therefore reserve the right to charge you the full price of the clean if you cancel or reschedule with less than 5 days notice.

Contacting us

You can contact us between 8am and 7pm Monday to Friday on 07930 119920. Emails are responded to only during office hours and during busy periods it may take several days to reply to you. If you need to contact us urgently, please do so by calling or texting.

Payment terms

Payments are easy. For a residential window cleaning you can pay us in any of the following ways: GoCardless Direct Debit, card payments and cash. Businesses can also pay by invoice if they wish.

Unfortunately we do not accept cheques or Bacs payments.

Complaints

We aim to provide the best window cleaning service possible and fully guarantee our work. If for any reason you are unhappy with our service and you spot something after we have left, we are happy to return within 24 hours to re-clean the affected area free of charge. Complaints received after 24 hours may not be fulfilled. If the free re-clean is refused on the basis that our technician feels the windows have been affected after our clean or the dirt is in fact on the inside of the windows or inside the double glazed unit, a £30.00 callout charge will be applied.

Ending our service

If you wish to cancel our services, please can you do so by telephone on 07930 119920 or by email on scw@squeakycleanlondon.co.uk.

We require a minimum of 1 week notice before cancelling a scheduled clean date, otherwise we reserve the right to charge the full price of the clean. If you have agreed to a regular clean service and wish to cancel before your third clean, any outstanding cleans before the third clean will need to be paid in full.

Confidentiality

As required under the conditions of the data protection act, all our customer details are kept on a confidential database that is not shared or discussed externally.

Insurance

We are fully insured with Public Liability Insurance, which is covered by a specialist company for commercial and residential window cleaning.

Squeaky Clean Windows will not be held liable for damage done to your property/premises prior to our cleaning. We will inform you of such damage prior to commencing work, if possible. We do not accept liability for any damage caused by defects on the property/premises.

Health and Safety

Health and Safety is of greatest importance to us. Please do not ask our window cleaners to carry out unsafe working practices. If we feel any conditions to be dangerous or unfit we will cease working until it has been made safe again to do so, and a charge may be incurred.

If entrance via a neighbour's property/premises is necessary to clean your windows, we will have expected you to have requested their permission in advance.

Methods:

Water-fed pole cleaning system

For external work we use a pure water-fed pole system to clean windows. This method uses de-ionised water pumped through a hose and telescopic pole, fitted with a brush. The brush scrubs all dirt from your windows which are then left to dry naturally. Once the water has evaporated, you will be left with a spotless, mirror-like finish.

This method cleans windows up to 60ft, easily reaching over conservatories, lawns and flowerbeds. Using this system eliminates the need for ladders; reducing risk, disturbance and maintaining privacy.

Traditional window cleaning and internal window cleaning

For the cleaning of internal windows we use de-ionised water with a light detergent. The windows will be cleaned with a soft applicator and the solution removed with a rubber squeegee. Runs or smears will be removed with a microfibre cloth. Extension poles will be used for high windows where possible, to eliminate the use of ladders.

If you request an inside clean, we ask that you clear your windowsills and any obstructive furniture or furnishings before our arrival so that we are able to work efficiently and safely. Failure to do so may result in us being unable to clean windows without clear access.

Traditional method, squeegees and ladder

Very occasionally, we need to access low level flat roofs in order to carry out work. We will use a ladder to gain this access on agreement.