

# Squeaky Clean Windows

## Terms & Conditions

By booking a service with Squeaky Clean Windows, you agree to these Terms & Conditions.

### Quotes & Pricing

All quotes are estimates based on the information or photos provided. Final pricing may vary depending on window condition, access, and any additional features. A final price will always be confirmed before work begins.

### Cleaning Schedule

We offer one-off cleans and regular cleans on a 4-weekly or 8-weekly basis. Discounted rates apply to ongoing regular customers.

### Payment

Payment is expected on completion of the clean unless agreed otherwise in advance.

We accept:

- Cash
- Card
- GoCardless (regular customers)
- Payment link (on request)

Bank transfer may be accepted where agreed in advance. For some jobs, payment may be required upfront.

### Access

Please ensure safe and clear access on the day of the clean. If access is restricted, we will clean what is accessible and the full price may still apply where access is not available.

### Cancellations

We require at least 5 days' notice to cancel or reschedule. If we arrive and cannot carry out the work due to no access or late cancellation, the full price may be charged.

### Weather

We work in most weather conditions, including rain. In extreme or unsafe conditions, we will reschedule.

### Service Limitations

We may refuse or limit work where access is unsafe or outside our service scope. **This includes internal cleaning where secondary glazing is present.**

### Internal Cleaning

Windowsills must be cleared and access must be safe. If access is not available, internal cleaning may be skipped.

**First Cleans**

For heavily soiled windows, the best results may take 2-3 visits.

**Complaints**

Please report any issues within 24 hours. A re-clean may not apply where issues are pre-existing or occur after the service.

**Liability**

We are not responsible for pre-existing damage, failing seals, flaking paint, or poor maintenance.

**Health & Safety**

We will not carry out unsafe work.

**Agreement**

By booking our services, you agree to these terms.