



Terms and Conditions

1. By booking our services you accept these terms and conditions of trading which are applicable for Aspects Solutions (Window Cleaning) Limited (ASL hereafter)
2. Should you wish to cancel ASL services please do so in writing to our registered address. It is your responsibility to ensure we receive your cancellation request. ASL is not responsible for any communication that is lost in the post. ASL will acknowledge your cancellation request in writing to the address provided.
3. All goods and services remain the property of ASL until paid for in full.
4. Obtaining optimum cleaning results may take a few washes, this is due to the result of traditional window cleaning methods, excessive dirt and residue build up, detergent can cause slight spotting, and leaching can occur from frames, trickling water marks from frames and vents. This should all cease once the dirt has been fully removed, regular washes resolves nearly all these issues. If however this has not happened then please contact us. In additions certain windows and there frames require different levels of our attention to detail when cleaning, this is due to seals, certain vents and oxidation occurring which we may not notice first hand. If repeated spotting occurs we will carry out an inspection and create a report on your windows to identify and resolve the problem.
5. If you wish to cancel or postpone ASL services on the day of your scheduled clean and/upon arrival then ASL reserve the right to charge 50% of the total price payable for your clean. ASL operates 52 weeks per annum therefore we may clean your windows during inclement weather. ASL reserves the right to decide if the window cleaning services should be carried out or abandoned. Our systems work in all weather conditions therefore this is not a valid reason for postponement. We can clean your premise in all weather conditions without affecting the quality of the clean.
6. If you or your representative request our operatives to cease cleaning once work has commenced, ASL reserves the right to charge 50% of the total amount payable for your clean, unless more than 50% of the work has already been completed then ASL will charge 100% of the total amount payable.
7. All quotations are based on agreed frequencies. Should you break this agreement by postponements to this service, once service is re-established, the first clean can carry a surcharge. These charges are at ASL's discretion.
8. We would be happy to send you a schedule of your service however, these are a guide and we cannot be held to a specific date.
9. If you are unhappy with the quality of your clean, please register your complaint within 24 hours. You may call us on 01179 642 652. All re cleans are at the discretion of ASL. Any complaints made after 24 hours are also at the discretion of ASL. If any complaint is proven to not be as a result of our service provided, ASL reserves the right to charge a call out charge of £10.
10. We will endeavour to clean all windows however, if we deem any of the windows to be inaccessible or unsafe to clean, we will not clean them. Should we be unable to access any part of your property due to land locked gardens and certain locked access or entrance gates we will only clean the accessible areas. This may be charged at percentage of the total clean cost at ASL's discretion. Due to insurance liabilities, we are unable to move obstacles such as but not exhaustive to: flowerpots, garden furniture and office furniture. If such items restrict access to a particular area of your property we will not be able to clean it. We request that all small children and pets are kept inside the property whilst our operatives are cleaning your windows. The area should be free from any kind of animal excrement or algae.
11. In freezing temperatures it may be necessary to grit areas of excess water. We accept no liabilities for any staining that may occur as a result. In very icy conditions we will not wash certain parts of your property due to health and safety and may leave windows alongside or by access paths. In addition we do not clean doors in these conditions due to similar reasons.

Aspects Solutions (Window Cleaning) Limited, Unit 6 Smiths Forge Industrial Estate North End Road Yatton BS49 4AU

Registered Number 08150736

12. We do not accept any liability for damage caused by decorative or structural defects or conditions at your property. This is not limited to, doors, fascia's, guttering, ill fitted windows, conservatory trims, unsecured windows and door, rotting frames, decorative bars, leaking seals etc.

13. We accept no liability for decorative bars coming loose or falling from the exterior of the glass. If these bars are correctly installed our brushes will not damage or dislodge them in any way.

14. In the event of any accident ASL if necessary will instruct an Insurance Assessor to investigate the root cause of the accident. ASL will not accept liability for any accident deemed out of ASL control that has occurred as a result of fittings or glass already damaged arising from faulty construction, poorly maintained windows or conservatory roofs and the customer will be liable for any repair or out of pocket expenses.

15. ASL and all ASL operatives are comprehensively insured under our Public Liability Insurance Policy. For more information please contact us.

16. Prior to commencing any work on Commercial Outlets a full Risk Assessment/Method Statement will be carried out and recorded in line with both ASL and the customers H&S Policies. These are available to view on request.

17. Full payment must be received within 7 days of the clean. If you fail to do this your account may be suspended until such time as the arrears have been settled. If you claim to have posted payment, the responsibility is upon you to prove payment has arrived and cleared. We cannot accept liability for cash, cheques or postal orders that have been lost in the post.

18. ASL reserves the right to charge £2.50 for late payments. If payment exceeds 45 days a late payment charge of £10 will be added to your account for administrative charges for communication required to collect payment. If after 60 days despite attempts to recover the outstanding amount due and the account remains in arrears, ASL reserves the right to pass this account over to our legal department and to proceed with court action to recover all outstanding debts, legal costs and any added expense incurred with regards to this debt.

19. ASL collects data from our customers in the form of Name, Address, Telephone Numbers, Email Address and further job specific details to build up a description of your cleaning requirements. This information is strictly for the use of ASL for cleaning and communication purposes. At no time will your data ever be sold or passed on to 3rd parties. We respect our customers' privacy and this information is kept in line with data protection regulations at all times.

20. ASL operatives/representatives will remain polite, courteous, reliable, uniformed and professional at all times. If any representative of ASL fails to adhere to this code of conduct you are to report this immediately to the ASL office in writing by letter or email. This will be investigated internally and ASL will keep the customer informed of the outcome of their investigation.

21. All prices are subject to change at ASL discretion.

22. All prices are subject to VAT at the prevailing rate.