

## **Elyte Exterior Cleaning Terms & Conditions.**

These terms and conditions establish a legally binding agreement between the customer and Elyte Exterior Cleaning, along with its owners, employees and subcontractors.

This agreement pertains to the provision of services in exchange for payment, encompassing residential or commercial exterior cleaning.

The services include, but are not limited to, roof cleaning, gutter cleaning, driveway/patio/block paving cleaning and window cleaning. The range of services incorporates pressure washing, non pressure washing and soft washing.

The services rendered by Elyte Exterior Cleaning are governed by the terms outlined herein, and we retain the right to modify these terms and conditions at our discretion without prior notice to the customer.

For your reference, the updated Terms and Conditions can be accessed on our website or through the link provided on your quote and invoice.

### **Authorisations:**

The customer grants permission for Elyte Exterior Cleaning to access the property for the purpose of fulfilling any requested services.

The customer acknowledges that the services, as outlined in the provided timeframe, may occasionally extend beyond the initially estimated duration. Unforeseen factors such as inclement weather, vehicle or machinery breakdowns, or other circumstances reasonably beyond our control may necessitate rescheduling the service to the next available business day.

The customer understands that Elyte Exterior Cleaning will make every effort to facilitate a prompt reschedule, taking into account existing commitments and weather conditions.

### **Window Cleaning (Regular & One Off):**

Elyte Exterior Cleaning operates on a 6 weekly regular window cleaning round. Staff holiday, sickness and extreme weather can affect our schedule, as a result some cleans may be earlier or later than usual. We will notify the customer of any changes to our schedule and the customer will need to allow some flexibility for this.

Elyte Exterior Cleaning also offers a “one off” service and a “front windows only” service. Our “front windows only” service is for customers that do not have acceptable access to the back of the property only.

While we strive to maintain reliability, we expect the same from our customers. As a regular customer, we have allocated you time and resources in our schedule to maintain a regular slot for you, it is therefore impractical for us to replace your slot with another client on the day of the scheduled clean. Therefore, we reserve the right to charge the full price or cancel any ongoing service to you if:-

- We are unable to access any part of the customers property due to gates being locked or obstructions (eg. Garden furniture, vehicles etc) in the way of the windows/doors, then we will only clean the accessible areas and the full balance will be due.

Other obstructions could be, but are not limited to; shrubs/trees/plants covering part of the window/door, items left on window sills, items left leaning against windows/doors. We will clean areas of the windows/doors that we can access and will not remove obstructions.

- The customer cancels the clean with less than 24 hours notice.

Elyte Exterior Cleaning do not bring water hoses through properties or climb over fences/gates, therefore if the customer has a property without proper access to the rear then we do offer a "front window only" service.

Elyte Exterior Cleaning does not usually use ladders for window cleaning or climb on or over fences, roofs and garages. Please do not ask your window cleaner to carry out unsafe practises. We may clean from flat roofs if previously agreed safe to do so, however in some cases (usually frost/snow) on the day of clean we may deem it unsafe to do so.

Achieving optimum window cleaning results may require a few cleans. For example, detergent residues on the glass and rubber seals from previous traditional window cleaning methods may initially cause slight spotting.

Leaching can also occur from trickle vents, beading and heavily soiled frames, however in most cases, this will cease after a couple of cleans, once any dirt or residue is fully removed from the framed areas.

**Window condition:** Window cleaning removes most grime, dirt, dust, bird/insect faeces, algae, moss etc from glass, sills and frames. However window cleaning is not window restoration and may not remove glue, stickers, paint, render, expanding foam etc. These substances can be removed, however will require a specialist cleaning service with the use of specialist chemicals. This IS a service that Elyte Exterior Cleaning provides.

**Frames:** We clean frames, sills and doors as standard, however should the frames/sills/doors be in poor condition (eg. Rotten, flaking paint/stain) then only the glass will be cleaned and full payment will be due.

**First Clean:** A regular 6 weekly window cleaning service is a maintenance clean. We may charge a percentage on top of your regular cleaning price for the first clean as the windows/doors may be dirtier and require more attention.

We may also charge a percentage on top of your regular cleaning price if:-

- Works such as building/hard landscaping has been carried out prior to a regular maintenance window cleaning service visit.
- A regular maintenance window cleaning service visit was skipped/cancelled as the windows/doors will be dirtier than usual and require more attention.

### **Window Cleaning payment terms:**

The customer is required to pay invoices within 3 days of the window cleaning date (unless agreed otherwise) by bank transfer. Invoices will be sent to the customer by email and/or sms on the day of the clean or in advance. Our bank transfer details can be found at the bottom of the invoice. Any invoices unpaid after 7 days of invoice due date will receive a £7.00 late payment charge.

If the customer fails to pay any outstanding invoices and/or any charges received after 14 days, Elyte Exterior Cleaning reserves the right to suspend your cleaning.

Any invoices and/or charges unpaid for a period of 30 days will be referred to a debt collection agency. Any costs incurred for this process will be added to the amount owed by the customer.

Cash or cheque is accepted on the day of clean, either paid to the cleaner in person or left in a pre arranged safe place.

Elyte Exterior Cleaning reserves the right to remove any customer from the round if payment is repeatedly not made. Elyte Exterior Cleaning does not offer any form of credit.

### **Window Cleaning insurance and liabilities:**

For your peace of mind, Elyte Exterior Cleaning are insured with Direct Line for Business.

Elyte Exterior Cleaning do not accept liability for damage caused by decorative or structural defects at the customers property, this includes but is not limited to: ill fitting windows and window fittings, doors, fascias, guttering and trims, unsecured windows and/or doors, leaking seals, loose lead and/or decorative bars, rotting frames, flaking paint, open/broken trickle vents etc.

Over time upvc window frames and sills begin to oxidise and lose their colour, window sills are most affected. When cleaning oxidised frames and sills, we may remove some of the oxidation which may look like small scratches. We can assure customers that we use brush heads that are made from soft plastic with nylon bristle (or horse/boar hair) that will not scratch upvc. Elyte Exterior Cleaning will not be responsible for returning the customers upvc back to an "as new" condition if the frames/sill have been neglected.

Elyte Exterior Cleaning uses brushes specifically designed for window cleaning. These brushes are made of a soft plastic headstock with nylon bristles (or horse/boar hair). Nothing on the brush can scratch glass or upvc.

Elyte Exterior Cleaning provides public liability insurance (£1 million limit) for all of our cleaners which protects the customers property against damage, provided that this accidental damage is caused by the cleaner and to the extent that the damage is of value in excess of £250.

In case of any claims Elyte Exterior Cleaning requires information within 24 hours in writing (email acceptable) subsequent to the completed service.

Accounts in arrears and/or where the terms of this agreement are otherwise breached, nullify their insurance cover provided by Elyte Exterior Cleaning.

Elyte Exterior Cleaning shall not be liable for any loss or damage in excess of the limit of our public liability insurance cover.

### **Window Cleaning cancellation & complaints:**

Elyte Exterior Cleaning requires a minimum term of 3 cleans for our regular 6 weekly customers. The total price for the 3 cleans will be payable in full if the customer cancels our service before the 3 cleans have been completed.

A regular 6 weekly window cleaning service is an "all year round service". Should the customer not leave access to the property for window cleaning, only accessible windows will be cleaned (eg. Front windows only). If there is no access to any windows, no windows will be cleaned.

The full payment is due should we only clean some or no windows due to no access. For example, if the customer is on holiday and there is no access or only partial access, we will only clean windows we can access.

Full payment is still due, as the windows that were not cleaned as part of a six weekly window clean, will be dirtier when we are able to clean them, as these windows would not have been cleaned for 12 weeks (3 months). This uses up-to twice as much purified water and takes longer to clean.

After the initial 3 cleans have been completed the customer may cancel Elyte Exterior Cleaning services at any time giving a minimum of 31 days notice in writing (email acceptable) before the next scheduled date. Failure to do so will result in 100% charge for any work scheduled within this period.

Any customer that pays with a standing order is responsible for cancelling the standing order upon cessation, we cannot do this. Any standing orders received will of course be returned to the customer however, may incur an administration cost of £20.

In the event of dissatisfaction, please contact us within 24 hours of the cleaning. We will either offer to come and re-clean the area or a discount to be applied to your invoice. Before making a complaint, please double check that the windows are not dirty on the inside. If we attend a complaint to re-clean and the problem is on the inside or not our fault (eg new bird mess) then a call out charge will be applied.

### **Pressure Washing Terms & Conditions:**

These services include, but are not limited to roof cleaning, patio cleaning, driveway/block paving cleaning, render/wall cleaning, decking cleaning, gutter cleaning, fascia & soffit cleaning, solar panel cleaning, drain/sewer clearing/unblocking.

Before initiating the pressure washing service, the customer must address any areas of concern to establish a watertight seal, preventing damage. The customer assumes all risks and responsibility for any damage resulting from improper maintenance.

During the service, Elyte Exterior Cleaning will document pre-existing damage and photographs any newly discovered issues. If new damage arises during the cleaning process, all efforts will cease until the customer acknowledges its existence.

Customers are made aware of Elyte Exterior Cleaning's protective procedures for plant life surrounding the cleaning area. In the event of issues affecting plant life, Elyte Exterior Cleaning evaluates whether recovery is possible or if the plants have been damaged beyond repair. Subsequently, a plan of action is determined based on the evaluation of the plant life.

### **Cleaning Acknowledgements:**

The customer acknowledges that any existing damage, such as but not limited to cracked tiles, loose cement/mortar/render, rotten/damaged wood/upvc or other materials, cracked/damaged solar panels or any other flaws in the area being pressure washed, may become more noticeable during or after the cleaning process. Elyte Exterior Cleaning operatives will endeavour to capture photos, where feasible, of any clearly visible damage before commencing the works. It is recognised that when the area to be cleaned is covered with dirt, moss or other debris, these flaws may not be as prominent as they could be after the cleaning is completed. Typically, such issues are brought to the customer's attention during the quotation, pre-inspection or cleaning process.

The customer acknowledges that Elyte Exterior Cleaning may not identify every flaw and is not liable if flaws become more noticeable after cleaning, unless attributed to negligence by Elyte Exterior Cleaning. Furthermore, if a 'site unseen' quote is provided based on photos or the use of Google Maps software, the customer understands that Elyte Exterior Cleaning may not be able to note any flaws in the exterior area to be cleaned. In such cases, the customer understands that Elyte Exterior Cleaning is not liable for any unacknowledged flaws and that efforts will be made to point them out on the date of cleaning.

The customer is informed that Elyte Exterior Cleaning's pressure washing service does not encompass any repair work to the area in which we are working, including but not limited to: roof, chimney or surrounding property, gutters, fascias, windows, doors, solar panels, walls, render, mortar, cement, wood/upvc or any other materials or areas that are in the vicinity. We can only

clean areas not make repairs. We do offer a gutter, down pipe, fascia & soffit repair however this is a separate service from the pressure washing service therefore not included in it.

Following each pressure washing service, Elyte Exterior Cleaning will remove and dispose of any moss, dirt and debris cleaned from the area. If included/needed we will empty debris from gutters following a roof clean and rinse down fascia, soffits and windows. Despite efforts to leave the area attended clean and tidy, the customer understands that some small remnants of the cleaning works may be missed.

The customer agrees to permit Elyte Exterior Cleaning access to use their residential water source via outdoor supply, which should be turned on and easily accessible on the date of service. In the event of low pressure or volume in the area, the customer agrees to inform Elyte Exterior Cleaning and will refrain from using any water-dependent appliances during the cleaning service to ensure the best possible flow rates. If the customer's water source is insufficient for cleaning services, they must inform Elyte Exterior Cleaning so appropriate preparations can be made. Additionally, the customer agrees to allow Elyte Exterior Cleaning to use their residential electricity supply where necessary.

### **On the day of service:**

- Please ensure there is accessibility to a working exterior water tap.
- Ensure available and accessible electricity supply.
- Securely close all doors and windows (where applicable).
- Ensure all pets are indoors before and during the cleaning.
- Clear work areas of all items and remove sensitive materials such as laundry, doormats and vehicles from the areas being cleaned. (We will make efforts to assist in moving plants, furniture, etc., on the day of service and help with placement upon completion).
- Refrain from using the water supply during the cleaning service to avoid any loss of pressure/volume.
- Notify neighbours of the upcoming works to make them aware of potential noise on the day of service.

### **Pressure Washing Payment Terms:**

Payment is required on the day, upon the completion of work, unless alternative arrangements have been established between the customer and Elyte Exterior Cleaning.

A non refundable deposit may be required to secure the booking and/or needed to purchase materials needed, this will be agreed and documented in writing (email acceptable) in advance to the acceptance of our service.

Any agreed-upon modifications to the payment terms will be documented and confirmed by both parties. We accept payment in cash, card payment, and bank transfer. If you prefer card payment, kindly make this request before the day of service so that we can ensure our card terminal is available.

In the event that payment is not made upon completion of the service as requested, Elyte Exterior Cleaning reserves the right to impose a £50 late payment fee, along with interest, until payment is received within a 7 day grace period.

### **Pressure Washing Insurance and Liabilities:**

Elyte Exterior Cleaning provides public liability insurance (£1 million limit) for all of our cleaners which protects the customers property against damage, provided that this accidental damage is caused by the cleaner and to the extent that the damage is of value in excess of £250.

In case of any claims Elyte Exterior Cleaning requires information within 24 hours in writing (email acceptable) subsequent to the completed service.

Accounts in arrears and/or where the terms of this agreement are otherwise breached, nullify their insurance cover provided by Elyte Exterior Cleaning.

Elyte Exterior Cleaning shall not be liable for any loss or damage in excess of the limit of our public liability insurance cover.

Elyte Exterior Cleaning does not accept liability for damage from improper maintenance such as but not limited to cracked tiles, loose cement/mortar/render, rotten/damaged wood/upvc or other materials, cracked/damaged solar panels or any other flaws in the area being pressure washed.

### **Roof Cleaning Guarantee Terms:**

Our roof cleaning service comes with a 2 year guarantee when the customer chooses to include the biocide treatment for their roof. This guarantee assures that there will be no moss regrowth for up to 2 years. It's essential for the customer to understand that the guarantee becomes valid only upon receipt of full payment.

Our roof cleaning guarantee specifically addresses the prevention of moss regrowth on roof tiles and does not extend to guaranteeing the overall lifespan of the roof. Any necessary roofing or repair works will be the responsibility of the customer to arrange with a third party. It's crucial to recognise that environmental conditions vary, and accordingly, we have reasonably defined the following limits within which we will honour our guarantee:

Elyte Exterior Cleaning ensures absolutely no moss regrowth for 18 months following the biocide treatment.

In the remaining 6 months of the 2 year guarantee, there may be occasional signs of moss regrowth.

Typically, this occurs in extreme environments and should not exceed 20% of the original moss presence before the service.

If the moss regrowth is noticeably more than 20%, Elyte Exterior Cleaning will rectify the issue at our own cost.

The guarantee will cease after a period of 2 years from the date of completion of service. The customer is aware that certain actions may void the guarantee, including:

- Application of any paints, chemicals, solvents etc, to the roof without our knowledge.
- Carrying out any works to the roof area by any person(s) without prior knowledge.
- Tile replacements or cement works carried out without our prior knowledge.
- Neglecting or ignoring any verbal or written routine maintenance advice provided by Elyte Exterior Cleaning.

If obvious and apparent moss regrowth is observed on the roof within the 2 year period, the customer should promptly inform Elyte Exterior Cleaning. We will assess the situation, determine a plan of action and rectify the issue at our own cost if necessary.

### **Terms Continued:**

Elyte Exterior Cleaning ensures that its technicians/cleaning operatives, well-versed in cleaning industry equipment, exercise extreme caution to safeguard your investment. Elyte Exterior Cleaning employ secure techniques, utilising low pressure on delicate surfaces like wooden fascias and windows. Nevertheless, damage may still occur due to inadequate maintenance, property neglect, or the use of low quality building materials. The customers are advised to implement routine maintenance following the manufacturer's recommendations on their home's surfaces to prevent potential defects.

Elyte Exterior Cleaning use systems that work effectively in most weather conditions, however certain limitations related to health and safety must be adhered to, such as:

- Extreme heavy rain
- Windy conditions (does not apply to patio/drive/decking or other low level cleaning)
- Freezing temperatures
- Thunder or Lightning

In the event of our inability to attend due to weather conditions, Elyte Exterior Cleaning will notify you as soon as possible and will reschedule the work for the next available date.

Elyte Exterior Cleaning endeavours to clean all areas previously agreed with the customer however, if the operative deems it unsafe or inaccessible at the time of cleaning then we will not clean these areas and the full balance will still be due.

Dog/cat Faeces: Please clear up any dog/cat faeces before we are due to carry out cleaning/works. Should faeces prevent access to the cleaning/works, the clean/works will not be carried out in this area and full payment will be due.

Should faeces be stepped in or soils our equipment (hose etc) a cleaning or replacement charge will be invoiced to the customer.

We appreciate that cat faeces are difficult to detect. In our experience, cats prefer to toilet in longer grass. Please try to maintain grass/lawns to minimise cat faeces being stepped in.

Elyte Exterior Cleaning reserves the right to refuse any work we deem necessary even if payment has been taken in advance. If we do need to refuse work and payment has been made, a refund (excluding non refundable deposit) will be refunded to the customer if the refusal is of no fault of the customer.

Quotes are valid for 30 days, after this period a new quote will be required.

**Acceptance of terms:**

Upon acceptance of a quotation, the customer affirms agreement to all the terms and conditions outlined in this agreement. Authorisation is granted to Elyte Exterior Cleaning to carry out the work as specified in the quotation. The customer releases Elyte Exterior Cleaning from liability for property damage, except in cases of negligence or wilful misconduct. Elyte Exterior Cleaning bears no responsibility for damage to loose materials including, but not limited to; tiles, paint, wood, trim, windows, bricks/blocks, gutters, fascias, soffits, any other upvc, cement, render or mortar etc that were previously identified as damaged or discovered during the cleaning process.

Should you have any concerns or enquiries regarding our terms, please feel free to contact us via email at [hello@elyteexteriorcleaning.co.uk](mailto:hello@elyteexteriorcleaning.co.uk) with the subject "Terms & Conditions".