

## **1. Contract**

The present Terms and Conditions are a contract between the Customer and Orwell Housing. Placing an order through website forms, email or telephone and the use of our services constitutes an acceptance of the agreement.

## **2. Access**

You should provide access to your property as well as access to running water and electricity. Failure to provide any of these is subject to a fee (£20.00).

## **3. Payment**

We accept cheques and cash

**3.1 : In case the payment has not been received by the end of the 5th day of the period provided by Orwell Housing to each Costumer, the payment will be legally taken by solicitor of Orwell Housing who will contact the Costumer and take legal actions.**

**3.2:** If paying by cheque, the cheque guarantee card is required by the costumer. The Client will be responsible for all bank and legal charges resulting from a dishonoured cheque.

**3.3:** The Client can change the cleaning visit by giving at least 48 hours' notice before the next cleaning visit.

## **4. Cancellations**

Please give us a notice 48 hours before the scheduled appointment. A cancellation fee of £20 applies if you fail to notify us.

## **5. Supplementary provisions**

Our staffs are happy to help you with lightweight furniture.

**5.1:** Please remove and store away all highly breakable and fragile items. Certain items are excluded from liability. These include antiques, artwork, and items of sentimental value, jewellery, and cash.

**5.2:** It may take up to 10 days to respond to customer complaints. We accept complaints by, email, and letter.

## **6. Claims**

**6.1.** The Client agrees that due to the nature of the service Orwell Housing guarantees only to correct any problems reported within 24 hours of the completion of the service

**6.2.** Orwell Housing may require entry to the location of the claim within 24 hours to correct the problem.

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

**6.4.** If the Client instructs a third party to inspect the result from the cleaning then Orwell Housing must be notified before completion of the service.

**6.5.** In case of a third party inspecting or refusing to inspect the result from the cleaning then Orwell Housing cannot be held responsible for rectifying any outstanding cleaning issues not mentioned by the third party.

**6.6.** Any refunds or adjustments must be requested to Orwell Housing directly and subject to approval by Orwell Housing.

**6.7.** While Orwell Housing operatives make every effort not to break items, accidents do happen. For this specific reason, Orwell Housing requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away.

**6.8.** Orwell Housing shall not be responsible for damage due to faulty and/or improper installation of any item.

**6.9.** 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 Orwell Housing and the Insurance Provider(s). Monetary compensation as well as legal fees may incur.

**6.10.** All services shall be deemed to have been carried out to the Client's satisfaction unless written notice is received by Orwell Housing with details of the complaint within 24 hours of the work being completed. We will fully investigate any complaint and attempt to resolve it to the satisfaction of the Client, or alternatively to a reasonable standard.

**6.11.** Complaints are accepted in writing (letter or e mail ). Complaints must be reported on completion or in the following 24-hours.

- Orwell Housing hold Public Liability Insurance
- Claims can be covered by Orwell Hosuings insurance, only if the damage/breakages are reported within 24hours of the cleaning service visit.
- The Company reserves any right to refuse disclosure of confidential company documents.
- No refund claims will be considered once the cleaning service has been carried out.
- All services shall be deemed to have been carried out to the Client's satisfaction unless written notice is received by Orwell Housing with details of the complaint within 24 hours of the work being completed. We will fully investigate any complaint and attempt to resolve it to the satisfaction of the Client, or alternatively to a reasonable standard

## **7. Insurance**

We insure all work undertaken by our cleaning operatives. Our insurance covers damages that are caused by our staff. Note that we cannot be held responsible for existing damages.

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

**7.2:** The Client agrees that any use of Orwell Housings services, including placing an order for services by telephone or email, shall constitute the Client's acceptance of these Terms and Conditions.

**7.3:** Unless otherwise agreed in writing by a director of Orwell Housing, these Terms and Conditions shall prevail over any other terms of business or purchase conditions put forward by the Client.

**7.4:** No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by a director of Orwell Housing

**7.5:** Orwell Housing reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Any alterations will apply to new business but not existing contracts.

**7.6:** The Client agrees that due to the nature of the service Orwell Housing guarantees only to correct any problems reported within 24 hours of the completion of the service.

**7.7:** If the Client or any third party instructed by the Client is not present at the time of completion of the service then no claims regarding any cleaning issues can be made.

**7.8:** If the Client instructs a third party to inspect the result from the cleaning then the Company must be notified before completion of the service.

**7.9:** Its failure to carry out its services as a result of factors that are 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.

## **8.Liability**

**8.1:** Orwell Housing shall not be liable for the shrinkage of carpets as a result of natural fibre carpets being wet cleaned. Orwell Housing shall ensure that the Client is verbally informed of this.

**8.2:** Orwell Housing shall not be liable for the shrinkage of carpets as a result of poor fitting.

**8.3:** Orwell Housing shall not be liable for carpets expanding or ripples forming during and/or after the cleaning when this is as a result of factors such as fibre content, wear and tear, weak backing and/or poor fitting.

**8.4:** Orwell Housing shall not be responsible for a poor result in cleaning where this is a result of considerable wear and tear and/or staining to the carpet fibres prior to the service being carried out.

**8.5:** Orwell Housing shall not be liable for any odours arising during and/or after cleaning when this is due to factors such as, lack of ventilation, and/or appropriate heating.

**8.6:** Orwell Housing shall not be responsible for damage due to faulty and/or improper installation of any item.

**8.7:** 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 Orwell Housing and the Insurance Provider(s).

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

**8.9:** Orwell Housing are not liable for any damages caused by faulty products/equipment provided by the customer.

**8.10:** Orwell Housing is not liable for any wear or discolouration of fabric that becomes more notable once dirt is removed.

**8.11.** Orwell Housing not be responsible for any damage caused as a result of the Client

**8.12.** Orwell Housing is not responsible for any existing damage to Clients property in the form of old stains/burns/spillages etc. This cannot be cleaned/removed completely by the cleaning operative using the industry standard cleaning methods.

The relevant United Kingdom law shall govern these terms and conditions, and by agreeing to be bound by them the client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom.