



Terms and Conditions

1. The acceptance of a quotation issued by Eco-Pro Window Cleaning, by the client or third-parties acting on behalf of a client, explicitly implies the acceptance of our terms and conditions.
2. **Under the Consumer Rights Act 2015, if services to the value of £42.00 or more are subject of a quotation issued by Eco-Pro Window Cleaning, and the quotation is not immediately accepted by the Client, but then subsequently agreed by all parties at a later date, then the quotation is subject to a 14-day 'cooling-off' period; During which the client can withdraw from the agreement, either in writing, by phone, SMS or verbally should they choose to do so. No cancellation fee will be applied.**
3. Quotes issued by Eco-Pro Window Cleaning are valid for 30-days from the date of the quotation. Eco-Pro Window Cleaning reserve the right to extend the valid date, and the right to withdraw the quote at any time.
4. Payment terms are 7-days from the issuance of the invoice. A 20% late payment surcharge will be added to all payments outside of our payment terms.
5. Failure to adhere to these terms will result in the debt being pursued through the small claims court; And a debt recovery agency will be instructed to pursue outstanding monies.
6. **Eco-Pro Window Cleaning are compliant with the General Data Protection Regulation (GDPR); And only use your information for sending you emails or contacting you by telephone. We do not share your information with any third-parties. Your contact details are stored on a password protected computer. We will keep your data on file, and contact you by email or telephone, unless otherwise requested.**
7. **Complaints to Eco-Pro should be made in writing to our registered address at: Eco-Pro Window Cleaning, 136 Mansfield Road, Worksop Nottinghamshire S80 3AB; Or Alternatively by email: info@ecoprowindowcleaning.co.uk**
8. Eco-Pro Window Cleaning are a specialist window cleaning company and undertake builders cleans, and remove builder's residues such as glue, varnish and silicone. However, unless otherwise specified on the quote, a standard clean will be completed, and builder's debris as outlined, will potentially remain on the glass. This will not be removed by standard cleaning practice.



Registered Office: 136 Mansfield Road, Worksop, Nottinghamshire S80 7AB

Email: info@ecoprowindowcleaning.com

Telephone: 07702 479801



9. Quotes issued by Eco-Pro Window Cleaning are an indicative price. As a professional cleaning company, we always aim to achieve the price stated on your initial quotation. However, in exceptional or unforeseen circumstances, the stated price may be amended. The client or agent will always be informed, and approval sought, prior to any price change, and the work being undertaken.
10. Eco-Pro Window Cleaning do not charge clients a cancellation fee. However, as the client, we respectfully ask that should the need arise to re-arrange our pre-planned visit, that you provide at least 48-hour notice of your intentions. Our 28-day cancellation policy is unaffected.
11. Likewise, severe weather and rapidly changing weather conditions might result in the cancellation of your site visit by Eco-Pro Window Cleaning. We will endeavour to provide our clients notice of at least 24-hours in the event of such cancellations.
12. Eco-Pro Window Cleaning are in receipt of public liability insurance. Should the client or designated agent require to see a copy of our attestation, please ask.
13. During heavy snowfall or rain, such weather conditions might prevent the external, and in some cases internal clean of Velux windows. This does not affect the quoted price, and there will be no return site visit.
14. Eco-Pro Window Cleaning do not accept liability for the faulty installation of windows, Velux windows or window seals, resulting in an internal leakage of water. House construction and windows should be weather and water repellent. Please advise Eco-Pro Cleaning of any concerns in advance of your window clean.
15. Eco-Pro Window Cleaning reserve the right to use images of your property for promotional purposes, including promotional literature, the company website and on social media, unless requested otherwise. The location of your property and personal information will not be disclosed.
16. Eco-Pro Window Cleaning do not use abrasive materials or harmful chemicals on your glass structures or frames. Therefore, any scratches or damage to your glass or frames will have been caused prior to your window clean, either by poor cleaning practice or during installation. Please advise us of any known damage, prior to work commencing on your property.



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17. Working at height can be dangerous, with accidents potentially resulting in life-changing injuries or loss of life. Therefore, clients are not permitted to utilise Eco-Pro Window Cleaning ladders, step-ladders or other access equipment.
18. Eco-Pro Window Cleaning use purified water, which is unaffected by inclement British weather. We work in the rain and consequently do not cancel our appointments. Likewise, following a domestic clean, the windows dry naturally. The quality of our work remains unaffected.



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