



Philips House
Drury Lane
St Leonards-on-Sea
East Sussex
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www.ecocleansussex.com

Standard Terms & Conditions

1. Application of terms

Unless otherwise agreed in writing prior to the commencement of any work these Terms & Conditions shall apply in their entirety.

"We" means Eco Clean Sussex, Philip House, Drury Lane, St Leonards-on-Sea, East Sussex, TN38 9BA.

2. Quotation and deposit

Unless withdrawn in the interim, quotations are open for acceptance for 180 (one hundred and eighty) days from the date of issue.

If the customer cancels work after we have submitted a quote and the customer has accepted it but prior to the commencement of work, we will charge £50 per hour used for preparation of the quote, with one hour charge as the minimum.

A deposit may be required of a nominated amount to cover the initial costs incurred by Eco Clean Sussex. The amount is to be agreed by both parties along with the date of exchange.

3. Access to the property

We require unhindered access to the property or part(s) of it necessary to carry out the contracted work for the duration of the pre-scheduled work.

Any changes to the schedule of works need to be notified in writing before 5 working days.

4. Payment

4.1. Residential payment

Upon completion of work payment has to be made within 5 working days by BACS, Paypal, cheque, direct debit, debit/credit card via our website, or cash on the day.

Eco Clean Sussex do not make collection for payment.

4.2. Commercial payment

Payment has to be made to Eco Clean Sussex 28 days from the date on the invoice.

If payment has not been received within 28 days from the date on the invoice, Eco Clean Sussex will pass the claim on to a debt collecting agency. We will use all means permitted by the law to obtain payment.

4.3. Residential and commercial

Any costs incurred by Eco Clean Sussex in the event of late payment will be added to the amount outstanding. We will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to the agreed credit terms.

5. Cancellation

In the event of cancellation, the customer shall pay Eco Clean Sussex fair and reasonable compensation for work in progress at the time of cancellation but such compensation shall not include loss of anticipated profits or any other forms of consequential or indirect loss provided that Eco Clean Sussex provides to the customer all relevant details related to such compensation within 7 days of receipt of the notice of cancellation.

In the event of cancellation up to 7 days before the commencement of work any compensation owing to Eco Clean Sussex as per our cancellation policy (see above paragraph) will be deducted from the deposit (refer to Section 2) before it is returned.

If the cancellation occurs within 7 days of commencement of work the full deposit will no longer be refundable.

6. Indemnity and insurance

Eco Clean Sussex are to take the utmost care of the customer's goods and to perform to the best of its ability. Unless notified in writing and agreed by Eco Clean Sussex prior to the commencement of work, no article shall be deemed to be of greater value than its original purchase price.

7. Liabilities and insurance

Eco Clean Sussex do not accept any responsibility for damage to the customer's property during our scheduled works, due to defects in the gutters, downpipes or the building, from neglect or failure to maintain regularly.

Eco Clean Sussex cannot accept responsibility for any damage arising out of, or as a result of, the process, or the use of equipment, unless these arise from a lack of reasonable care and skill.

A visual survey of the building and guttering will be carried out before commencement of any works, and any faults which could cause problems or damage will be noted and the customer notified. If anything is deemed to be unsafe, or likely to cause harm or damage in any way, the works will be stopped with immediate effect.

The only circumstances under which Eco Clean Sussex will be liable to pay for damages will be if substantial damage is shown to have been caused as a result of negligence or lack of care.

The customer must have notified Eco Clean Sussex in writing of any alleged damage caused by us within 14 (fourteen) days of the completion of the work.

Unless notified in writing and agreed by Eco Clean Sussex prior to the commencement of work, no article shall be deemed to be of greater value than its original purchase price.

Attempts to commit insurance fraud or to use fraudulent information to commit fraud will be reported to the police.

Eco Clean Sussex has public liability insurance of up to £5,000,000 and Employer Liability of up to £10,000,000.

8. Confidentiality

We do not share your information with a third party.

9. Law and jurisdiction

These terms and conditions are governed by the laws of England and Wales and are subject to sole jurisdiction of courts of England and Wales.

10. Scratch Waiver

Eco Clean Sussex will not be liable for any scratches on any tempered or heat strengthened glass.

The use of razor blades and scrapers will be employed on all construction window cleaning and no other cleaning method will be offered by Eco Clean Sussex to remove construction debris from any glass surface.

Eco Clean Sussex does not offer to inspect clients glass for microscopic defects prior to, during or after cleaning.

11. Additional information

These terms and conditions were created on 1st of August 2019 and will be in effect until such time stated otherwise.

VAT No: 339 0368 91

Company Number: 12150087

12. Specific Terms and Conditions

Any specific Terms & Conditions to be imposed for:

Reference / quote: HBPR-P21-3627 - Morrisons Oxted Fresh Look 2022

30% advance payment required upon receipt of purchase order to confirm the booking.

