

TERMS & CONDITIONS

1. By ordering Feather Flickers services by telephone, fax, email or by website the client agrees to be bound by the terms and conditions of Feather Flickers.
2. All costs for cleaning services are charged in pound sterling.
3. Payment terms are strictly 7 days unless otherwise agreed.
4. Cheques should be made out to Feather flickers.
5. The client is responsible for paying all bank and legal charges resulting from a dishonoured cheque.
6. No cleaning work will be undertaken unless the client settles all outstanding balances.
7. The client accepts and understands that if something is damaged, broken or stolen and cannot be replaced with a new one, the client will be credited with the cash value of the items (a valuation may be required). This includes items of sentimental value, art and antiques.
8. All damages, breakages or theft must be reported to the management within 24 hours of the last cleaning service, otherwise the claim will be invalid.
9. In the very rare event of lost keys Feather Flickers will reimburse all costs of changing locks from an invoice provided.
10. The initial number of working hours that have been estimated might change after the few days of work. This is because it is difficult to estimate exactly how much time the cleaning work might take.
11. The client may cancel a cleaning visit by giving 72 hours notice in advance to the management. The client agrees to pay the full price of the cleaning visit if the client cancels or changes regular visits less than 72 hours prior to the scheduled appointment.
12. The client has the right to terminate the whole service by giving 7 days advance notice to the management.
13. The client can reduce the number of working hours by giving 7 days notice to the management.
14. The regular cleaner may be replaced at short notice if sickness occurs, if this is the case feather Flickers will provide a replacement if the client so wishes.
15. Feather Flickers will not be responsible for failing to remove old permanent stains that cannot be removed using normal carpet cleaning techniques.
16. Feather flickers will not be responsible for discolouring of fabrics that become more visible once soil has been removed.
17. Feather Flickers require the client to clear all rooms and area's that require carpet cleaning prior to staff arriving.
18. The client is not allowed to employ Feather Flickers cleaners for a period of six months after termination of services whether on a paid or unpaid basis.
19. Working with Feather flickers is based on trust. Both the client and feather Flickers are obligated not to disclose any confidential information about each other to a third party.
20. The client has read the terms and conditions which have been understood and agrees that the Terms and Conditions form the basis of the arrangement with Feather Flickers.
21. Legal action will be taken immediately against any person who breaches these terms and Conditions.