



Terms and Conditions of Services

Scope of Services:

- Eco-Cleans provides professional cleaning services for commercial, office, and domestic spaces in Hampshire.
- Our services include general and deep cleaning solutions and further information on the full services can be found on the F&Q page on our website.

Exclusions:

- We do not clean or dust TV screens as a part of our standard services, this is to ensure that no damage is made to the screen by the cleaner.

Valuables:

- Clients are advised not to leave valuable items out on surfaces during our cleaning visits. Eco-Cleans will not be held responsible for any loss or damage to such items.

Insurance:

- Eco-Cleans is fully insured with public liability and employers' liability insurance. This coverage protects our clients, our employees, and the company in the event of accidents or injuries during the provision of our services.

Payment Terms:

- Invoices for our cleaning services will be issued based on the agreed-upon frequency (the day of the cleaning).
- Payment is due within 5 days from the date of the invoice.

Cancellations and Rescheduling:

- Clients are requested to provide 24-hour notice for any cancellations or rescheduling of cleaning appointments, if this is within 24 hours there will be zero charges, if any cancellations occur within the 24 hours before the clean a charge of 2 hours will be applied to the next invoice.

Access:

- Clients must provide access to the premises at the scheduled cleaning times. If access cannot be granted, please notify us in advance to make alternative arrangements, we can act as key holders for you if you can't be at the premises.

Satisfaction Guarantee:

- We strive to meet and exceed our clients' expectations. If there are any concerns or issues with our services, please contact us within 24 hours of the cleaning visit, and we will address them promptly.

Termination of Services:

- Either party may terminate the cleaning services by providing 14 days notice written notice.

Changes to Terms and Conditions:

- Eco-Cleans reserves the right to update or modify these terms and conditions. Clients will be notified of any changes in advance.

By engaging with our cleaning services, you agree to abide by these terms and conditions. If you have any questions or concerns, please contact us for clarification.

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