

# King of Sweeps Terms and Conditions

## Customer Commitment

At King of Sweeps, we are committed to providing the highest standard of service to every customer, at a fixed and fair price. That is our promise to you.

Of course, like most businesses, there is a bit of small print - so here it is:

## PRICING

1. Our standard price is £80 to sweep your chimney.
2. If a nest is discovered, the price may increase slightly depending on the complexity of removal.
3. If there is a problem such as a defective liner or blockage that prevents us from completing the sweep, we will inform you immediately.

## CANCELLATION

4. If you need to cancel your appointment, please give us at least 24 hours' notice.
5. Cancellations with less than 24 hours' notice will incur a £30 cancellation charge.

## PAYMENT

6. Payment is due upon completion of the work.
7. We offer several payment methods:
  - Cash
  - Cheque payable to King of Sweeps
  - Debit or Credit Card (most of our sweeps carry card machines)
  - BACS (bank transfer) - details and a payment reference will be provided if payment is not made at the time of service. If the reference is not used, we may need to contact you to trace the payment.

## METHOD OF SWEEPING

8. Chimneys cannot be swept using a vacuum cleaner alone.  
Brushes or rotary power sweeping equipment will always be used.

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## NESTS OR BLOCKAGES

9. We are unable to remove live bird nests (typically present between April and June).

However, we will return to remove the nest once the birds have left.

## POTENTIAL PROBLEMS

10. While great care is taken to prevent damage, King of Sweeps cannot be held responsible for damage to poorly maintained or deteriorating pots, cowls, chimney stacks, fireplaces, or any part of the chimney structure.

11. We also cannot accept liability for any issues discovered during sweeping that were not visible beforehand or not disclosed by the customer.

12. Where necessary, we may advise remedial work prior to sweeping, or request that a disclaimer be signed to proceed. Please don't be offended - our priority is your safety and property.

13. Stainless steel flue liners are not indestructible. We carry a range of suitable brushes and will always choose the best tool for the job. However, tar is highly corrosive to steel flues, and aggressive cleaning may not be appropriate. We will always do our best.

## CERTIFICATES OF SWEEPING

14. If required by your insurance company, we are happy to provide a HETAS or SweepSafe certificate for every chimney we sweep.

15. Please note: A certificate is not a guarantee that your chimney is safe to use. It does not include full CCTV inspection or integrity testing.

16. All King of Sweeps operatives carry a low-tier environmental waste licence.