

# **DIAMOND SWIFT CLEAN LTD**

## **TERMS AND CONDITIONS**

### **ABOUT THESE TERMS**

These Terms and Conditions apply to cleaning services supplied by Diamond Swift Clean Ltd, company number 17351675 (“we”, “us” or “our”), to the customer (“you” or “your”). By accepting a quotation, confirming a booking or allowing work to begin, you agree to these Terms and Conditions.

### **QUOTATIONS AND BOOKINGS**

All quotations are based on the information you provide and may change if the property’s size, condition or cleaning requirements differ when we arrive.

A booking is only confirmed once we have accepted it and sent you written confirmation. Any additional work or charges will be agreed with you before the work is carried out.

### **PRICES AND PAYMENT**

The agreed price will be shown on your quotation or booking confirmation. Diamond Swift Clean Ltd is not currently VAT registered, so no VAT is charged.

Payment is due upon completion of the service unless otherwise agreed in writing. Payment must be made using one of the payment methods shown on our invoice, quoting the invoice number as the payment reference.

### **CANCELLATIONS AND RESCHEDULING**

Please give us at least 48 hours’ notice if you need to cancel or reschedule your booking.

Cancellations made with at least 48 hours’ notice will not be charged. Cancellations made with less than 48 hours’ notice may incur a charge of up to 50% of the agreed price. Same-day cancellations or failure to provide access may incur a charge of up to 100% of the agreed price, where this reasonably reflects the costs and losses we have incurred.

If we need to cancel a booking, we will offer a suitable alternative date or refund any payment already made. Nothing in this section affects your statutory cancellation rights.

Effective date: 25 July 2026

## **CUSTOMER RESPONSIBILITIES**

You must provide safe and reasonable access to the property at the agreed time, together with working water and electricity where required.

You must tell us in advance about any access instructions, parking restrictions, alarms, fragile items, hazards, pets or areas requiring special care. Valuable or fragile belongings should be stored safely before the service begins.

## **SERVICE STANDARDS**

We will perform our services with reasonable care and skill. Cleaning results may depend on the age, condition and material of the surfaces being cleaned, and we cannot guarantee the removal of permanent stains, damage or long-term deterioration.

If you are dissatisfied with any part of the service, please contact us as soon as reasonably possible so we can inspect the issue and, where appropriate, arrange corrective cleaning. This does not affect your statutory rights.

## **DAMAGE AND LIABILITY**

We will take reasonable care while working at your property. Please notify us promptly of any damage you believe was caused by our service and provide photographs or other reasonable information so we can investigate.

We are not responsible for pre-existing damage, ordinary wear and tear, hidden defects or damage resulting from incorrect or missing care instructions. Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence or for fraud.

## **HEALTH AND SAFETY**

You must inform us before the booking of any known hazards, unsafe conditions, hazardous materials or infectious risks at the property.

We may refuse to begin or may stop work if we reasonably believe the conditions are unsafe, unlawful or materially different from those described when the quotation was provided. Any resulting charges will reflect only the work completed and reasonable costs incurred.

## **CLEANING PRODUCTS AND EQUIPMENT**

Unless agreed otherwise, we will provide the cleaning products and equipment reasonably required for the booked service. You must tell us in advance about allergies, sensitivities, delicate surfaces or any products that must not be used.

If you ask us to use products or equipment supplied by you, we are not responsible for damage caused by defects, incorrect labelling or unsuitable instructions that were not reasonably apparent to us.

## **OUR STAFF AND SUBCONTRACTORS**

We may provide services using our employees or appropriately selected subcontractors. Diamond Swift Clean Ltd remains responsible for the proper performance of the contracted cleaning service.

Customers must not make separate private arrangements with our cleaners during a confirmed Diamond Swift Clean booking.

## **CONSUMER CANCELLATION RIGHTS**

If you are a consumer and book our services online, by telephone or away from our business premises, you may have a legal right to cancel the contract within 14 days after it is made.

If you ask us to begin the service during that 14-day period, you must expressly confirm that request. If you then cancel after work has started, you may be required to pay a proportionate amount for the service already supplied. Once the service has been fully performed at your express request, your legal right to cancel may be lost.

These rights are separate from our standard cancellation policy above.

## **COMPLAINTS**

If you have a complaint, please contact us promptly using the details below and explain the issue clearly. We may request photographs or arrange an inspection where reasonably necessary.

We will investigate complaints fairly and aim to provide a response as soon as reasonably possible. Where appropriate, we may offer corrective cleaning, a price reduction or another suitable remedy.

## **PERSONAL INFORMATION**

We will use your personal information to manage enquiries, quotations, bookings, payments and customer service. We will handle personal information in accordance with applicable UK data-protection law and our Privacy Policy.

We will not sell your personal information to third parties.

## **EVENTS OUTSIDE OUR CONTROL**

We are not responsible for delays or failure to provide a service caused by events outside our reasonable control, such as severe weather, illness, transport disruption, utility failure or unsafe access.

We will contact you as soon as reasonably possible and arrange a new date or refund any amount paid for services that were not provided.

## **CHANGES TO THESE TERMS**

We may update these Terms and Conditions from time to time. Changes will apply to future bookings and will not alter an existing confirmed booking unless agreed with you.

If a quotation or booking confirmation contains a specific written term that conflicts with these general terms, the specific written term will apply to that booking.

## **GOVERNING LAW**

These Terms and Conditions are governed by the laws of England and Wales. Any dispute will be subject to the courts of England and Wales, although consumers retain any mandatory legal rights relating to where proceedings may be brought.

If any part of these terms is found to be invalid or unenforceable, the remaining terms will continue to apply.

## **CONTACT US**

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