

Terms and Conditions

[Business Name] - Oven Cleaning and Repair Services

Last updated: 10/05/26

Business details

Business name	Jamie's oven clean
Trading address	12 Bartholomew way Horsham RH12 5JL
Telephone	07926 985161
Email	Jamie@jamiesovenclean.co.uk
Website	www.jamiesovenclean.co.uk

These terms and conditions apply to all oven cleaning, appliance cleaning, inspection, diagnosis, repair, maintenance and related services provided by Jamie's oven clean. By booking our services, accepting a quote, confirming an appointment, or allowing work to begin, you agree to these terms.

1. Services we provide

We provide domestic and/or commercial oven cleaning and repair services. The exact services to be provided will be agreed with you at the time of booking or after inspection.

Our services may include oven, hob, extractor, grill, microwave and range cooker cleaning; appliance inspection and diagnosis; minor or major oven repairs; replacement of parts where available; and advice on appliance condition, safety and future maintenance.

2. Quotes and estimates

Any quote or estimate we give is based on the information you provide before the visit. Quotes may change if the appliance is larger, dirtier or in a different condition than described, if additional work is required, if parts are needed, if access is restricted, or if the appliance is unsafe, damaged, incorrectly installed or unsuitable for cleaning or repair.

We will explain any additional costs before carrying out extra work.

3. Bookings

A booking is confirmed when we agree a date and time with you by phone, email, message, website booking, or other written confirmation.

You must provide accurate information, including appliance type, make and model where known; known faults or damage; parking, access or permit requirements; whether the property is domestic, rented, commercial or managed; and any pets, vulnerable persons, access restrictions or safety issues at the property.

We reserve the right to refuse or rearrange a booking where the information provided is incomplete or incorrect.

4. Access and working conditions

You must make sure we have safe and reasonable access to the property and appliance at the agreed appointment time.

You must ensure that someone aged 18 or over is present unless otherwise agreed; the appliance is accessible; the working area is clear; running water and electricity are available where required; the appliance is cool before cleaning; pets and children are kept away from the working area; and parking arrangements are made where needed.

If we cannot carry out the work because of lack of access, unsafe conditions, no electricity or water, or incorrect information, we may charge a call-out fee or cancellation fee.

5. Cancellations and rearranged appointments

You may cancel or rearrange your appointment by contacting us as soon as possible.

Cancellations made more than 48 hours before the appointment will not be charged. Cancellations made within 48 hours of the appointment may be charged up to £50. If we arrive and cannot access the property or appliance, we may charge a call-out fee of £50.

We may need to cancel or rearrange an appointment due to illness, vehicle issues, supplier delays, weather, traffic, emergencies or other circumstances outside our control. If this happens, we will contact you as soon as reasonably possible to rearrange.

6. Consumer cancellation rights

If you are a consumer and you book our services online, by phone, by email, or away from our business premises, you may have a legal right to cancel within 14 days.

If you ask us to start work during the 14-day cancellation period, you agree that we may begin providing the service before the cancellation period ends. If you cancel after work has started, you may have to pay for the work carried out up to the point of

cancellation. If the service has been fully completed with your agreement, you may lose the right to cancel that completed service.

This does not affect your legal rights if the service is not carried out with reasonable care and skill.

7. Prices and payment

Our prices will be confirmed before work begins, unless further issues are found during inspection.

Payment is due on completion, unless agreed otherwise in writing. We accept payment by cash/card/bank transfer.

For repair work, we may require payment in advance for parts before ordering them. If payment is late, we may charge reasonable costs for recovering unpaid amounts and may suspend further services until payment is made.

8. Minimum charge

A minimum charge of £50 applies to all visits, including small jobs, inspections, diagnosis visits and unsuccessful repair visits where we have attended the property. This minimum charge covers travel, time, administration and initial assessment.

9. Deposits

We may require a deposit to secure your booking or before ordering parts. Deposits are normally deducted from the final invoice.

Deposits may be non-refundable where you cancel at short notice, we have already ordered parts, we have reserved significant time for your appointment, or we attend and cannot complete the work due to lack of access, unsafe conditions or incorrect information provided by you.

10. Same-day and emergency appointments

Where same-day, urgent, evening, weekend or emergency appointments are offered, an additional charge may apply. We will confirm any additional charge before the appointment is booked.

Emergency attendance does not guarantee that a repair can be completed during the first visit, especially where parts are required.

11. Arrival times

We will try to attend at the agreed appointment time or within the agreed arrival window. Appointment times are estimates and may be affected by traffic, previous jobs, supplier delays, emergencies or circumstances outside our control.

We will try to contact you if we are delayed.

12. Multiple visits

Some repair work may require more than one visit, especially where diagnosis is required first or parts need to be ordered. Unless agreed otherwise, charges may apply for diagnosis, labour, parts and return visits. We will explain the expected charges before continuing with further work.

13. Parts and repairs

Where repair parts are required, we will advise you of the cost and availability before ordering. Parts may be manufacturer original parts, compatible replacement parts, or reconditioned or refurbished parts where agreed.

We are not responsible for delays caused by supplier availability, discontinued parts, incorrect model information provided by the customer, or manufacturer backlogs. If a part has been specially ordered for your appliance, it may be non-refundable unless faulty.

14. Diagnosis and call-out fees

Where we attend to diagnose a fault, a diagnosis or call-out fee may apply whether or not you choose to proceed with the repair. A diagnosis does not guarantee that repair will be possible. Some faults may only become apparent after initial investigation or after another fault has been repaired.

15. Unavailable or discontinued parts

Some appliance parts may be unavailable, delayed, obsolete or discontinued. If a required part cannot be obtained, we may be unable to complete the repair. Any diagnosis, call-out or labour charges already incurred will remain payable.

16. Customer-supplied parts

We may agree to fit parts supplied by the customer, but we are not responsible for the quality, suitability, safety or warranty of customer-supplied parts. If a customer-supplied part is faulty, incorrect or unsuitable, additional labour or call-out charges may apply. We may refuse to fit customer-supplied parts if we believe they are unsafe, incorrect or unsuitable.

17. Appliances under manufacturer warranty

If your appliance is still under manufacturer warranty, you should check whether using an independent repairer may affect that warranty. We are not responsible for any manufacturer warranty being affected, reduced or voided as a result of inspection, cleaning or repair work carried out by us at your request.

18. No guarantee of appliance life

Repairing or cleaning an appliance does not guarantee its future lifespan or prevent future faults. Appliances may develop further issues due to age, condition, wear and tear, electrical faults, installation issues or unrelated component failure. Our responsibility is limited to the specific work we carried out.

19. Cleaning results

We will take reasonable care and use appropriate cleaning methods and products. However, we cannot guarantee complete removal of long-term carbon build-up, burnt-on deposits, rust, corrosion, staining, scratches, heat damage, or previously damaged enamel, glass, trims, seals or coatings.

Some appliances may already have hidden damage that becomes visible after cleaning. We are not responsible for pre-existing damage.

20. Customer responsibilities before oven cleaning

Before we arrive, you should remove all items from the oven and surrounding area; allow the appliance to cool fully; tell us about any known damage or faults; tell us if the appliance has recently been repaired, painted, coated or treated; and tell us if any parts are loose, cracked, broken or missing.

We may refuse to clean an appliance if we believe doing so could be unsafe or could cause further damage.

21. Old, fragile or poorly maintained appliances

Older, fragile, heavily soiled, corroded or poorly maintained appliances may carry a higher risk of damage during cleaning, dismantling, inspection or repair. We will take reasonable care, but we are not responsible for damage caused by age, brittleness, corrosion, worn fixings, seized parts, previous poor repairs, or general wear and tear.

We may refuse to continue work if we believe the appliance is too fragile or unsafe.

22. Door glass, seals, bulbs, knobs and trims

Oven door glass, seals, bulbs, knobs, clips, hinges, screws, trays, racks and trims can become brittle, loose, worn or damaged over time. We are not responsible for breakage or failure of these items where caused by age, heat damage, corrosion, wear and tear, previous damage or poor condition.

Replacement parts can be quoted separately where available.

23. Self-cleaning, catalytic and specialist liners

Some ovens contain self-cleaning, catalytic, pyrolytic or specialist coated liners. These surfaces may require specific care and may not be suitable for standard cleaning methods.

You must tell us before work starts if your appliance has any specialist coating, self-cleaning lining or manufacturer cleaning restriction. We are not responsible for damage caused where this information has not been disclosed or where the manufacturer's design, age or condition makes cleaning unsuitable.

24. Pyrolytic ovens

Pyrolytic ovens use extremely high temperatures during their self-cleaning cycle. We do not accept responsibility for faults caused by the customer's use of a pyrolytic cycle before or after our visit, including door-lock failure, blown elements, electrical faults, glass damage or control-board faults.

If we clean a pyrolytic oven manually, the cleaning result may vary depending on the condition and design of the appliance.

25. Extractors and filters

Where extractor hoods, fans or filters are cleaned, we will clean accessible areas only unless otherwise agreed. Grease filters, carbon filters, bulbs, fan motors and internal ducting may require replacement or specialist work.

We are not responsible for reduced extraction performance caused by blocked ducting, old filters, motor faults, installation issues or poor ventilation.

26. Hobs

For hob cleaning, we will take reasonable care with glass, ceramic, induction, electric and gas hob surfaces. We cannot guarantee removal of scratches, pitting, heat marks, staining, burnt-on damage or corrosion.

We do not disconnect, alter or repair gas connections unless properly qualified and registered to do so.

27. Safety

We reserve the right to stop work or refuse work where we believe there is a safety risk, including unsafe electrical supply, gas safety concerns, damaged wiring, broken glass, severe corrosion, pest contamination, unsafe access, aggressive behaviour, hazardous substances or unsanitary conditions.

Where we identify a safety concern, we may advise you to contact a qualified electrician, Gas Safe registered engineer, landlord, manufacturer or appliance specialist.

28. Gas appliances

We do not carry out gas work unless we are legally qualified and registered to do so. For gas appliances, we may clean accessible parts only where safe to do so. We will not disconnect, reconnect, alter or repair gas fittings unless properly qualified. If gas-related work is required, you must use a Gas Safe registered engineer.

29. Warranty on repair work

Repair work carried out by us is covered by a workmanship warranty of 3 months from the date of repair. Replacement parts are covered according to the relevant supplier or manufacturer warranty, where applicable.

The warranty does not cover new or unrelated faults, misuse, neglect or accidental damage, further faults caused by age, wear and tear or poor appliance condition, problems caused by incorrect installation, damage caused by third parties, appliances used contrary to manufacturer instructions, or commercial use unless agreed in writing.

You must notify us promptly if you believe there is a problem with our work.

30. Complaints and remedial work

If you are unhappy with our service, you must contact us as soon as possible and give us a reasonable opportunity to inspect and, where appropriate, put things right.

You should not arrange for another company to carry out remedial work without giving us a reasonable opportunity to investigate first, unless urgent safety action is required. Nothing in these terms affects your statutory rights.

31. Aftercare

After cleaning or repair, we may provide advice about safe use, ventilation, drying time, smells, smoke, first use after cleaning, or recommended maintenance. You are responsible for following any aftercare instructions given. We are not responsible for issues caused by failure to follow aftercare advice.

32. Odours, smoke and first use after cleaning

After oven cleaning, there may be a temporary smell, steam, smoke or residue during the first use. This is usually caused by loosened deposits, cleaning residue, moisture or heat exposure.

You should ventilate the room and follow any aftercare instructions provided. If you notice excessive smoke, burning smells, sparks, electrical issues or unusual appliance behaviour, you should stop using the appliance and contact us or a qualified professional.

33. Waste and old parts

Unless otherwise agreed, we may leave old parts, packaging, waste or removed items at the property. Where we agree to remove old parts or waste, this may be subject to an additional charge.

34. Parking, congestion and access charges

You are responsible for telling us about parking restrictions, permits, congestion charges, tolls or access charges before the appointment. Where these costs apply, they may be added to your invoice unless agreed otherwise.

35. Landlord, tenant and letting-agent bookings

Where a booking is made by a landlord, tenant, letting agent or property manager, the person making the booking is responsible for payment unless agreed otherwise in writing.

If a tenant arranges work without landlord approval, the tenant remains responsible for payment. If a landlord, agent or property manager arranges work at a tenanted property, they must ensure access is arranged and that the tenant is aware of the appointment.

36. Commercial customers, landlords and letting agents

Where services are provided for a business, landlord, letting agent, property manager or commercial premises, payment terms and liability limits may differ and may be agreed separately in writing. The person making the booking confirms they have authority to instruct the work.

37. Behaviour and safety of our staff

We expect our staff and contractors to be treated respectfully. We may refuse, stop or leave a job immediately if there is abusive, threatening, discriminatory, aggressive or unsafe behaviour at the property. Where work is stopped for this reason, charges may still apply for attendance and work already completed.

38. Right to refuse work

We reserve the right to refuse or stop work where the appliance is unsafe, the property is unsafe, the appliance condition is too poor, required utilities are unavailable, the job differs significantly from the original booking, the customer has provided incorrect information, payment terms have not been agreed or met, or we believe the work may cause damage or create a safety risk.

39. Subcontractors

We may use trusted subcontractors or third-party specialists to provide some services. Where subcontractors are used, they will be responsible for carrying out the work with reasonable care and skill.

40. Liability

We are responsible for losses you suffer that are a foreseeable result of our breach of these terms or our negligence.

We are not responsible for pre-existing damage, hidden faults, wear and tear, manufacturer defects, damage caused by incorrect installation or previous repair work, losses caused by you providing incorrect information, or loss of income, business, profit or opportunity except where the law does not allow this to be excluded.

We do not exclude or limit liability for death or personal injury caused by negligence, fraud, or any liability that cannot legally be excluded.

41. Photographs

We may take before-and-after photographs of the appliance for quality control, evidence of condition, training, marketing or record-keeping. We will not intentionally include personal information, faces, addresses or identifying details in marketing images without your consent.

42. Reviews and feedback

We may ask you to leave a review after the service. You agree not to post false, misleading or defamatory reviews. If you are unhappy with our service, please contact us first so we have a reasonable opportunity to resolve the issue.

43. Force majeure

We are not responsible for delay or failure to perform our obligations where this is caused by events outside our reasonable control, including extreme weather, illness, accidents, road closures, supplier delays, power cuts, emergencies, strikes or government restrictions.

44. Data protection

We will use your personal information to manage your booking, provide services, issue invoices, process payments, respond to enquiries and maintain business records.

We will handle your personal information in accordance with applicable UK data protection laws. We may contact you after the service for feedback, reminders or related services, but you can ask us to stop marketing contact at any time.

45. Changes to these terms

We may update these terms from time to time. The terms that apply to your booking are the terms in place at the time your booking is confirmed, unless a change is required by law.

46. Entire agreement

These terms, together with any written quote, invoice, booking confirmation or service agreement, form the entire agreement between you and us. Any changes must be agreed in writing.

47. Governing law

These terms are governed by the law of England and Wales. Any disputes will be dealt with by the courts of England and Wales, unless consumer law gives you the right to bring proceedings elsewhere in the UK.

48. Contact us

For bookings, cancellations, complaints or questions, contact Jamie's oven clean by phone on 07926 985161, by email at jamie@jamiesovenclean.co.uk, or by post at 12 Bartholomew Way Horsham RH125HG.