

Terms & Conditions

1. By accepting our quotation or using our website, you agree to the following terms and conditions. These terms and conditions apply to residential and commercial clients, and we reserve the right to alter them at any time without notice.
2. If you wish to cancel or postpone your service, this must be done at least 14 days before the next scheduled clean. Failure to do so will result in a charge of 50% of any work scheduled during this time.
 - a. If, as a commercial client, your contract runs with us to a specific date and not on an ongoing basis, you will be charged the full remaining contract value.
3. Quotes are given based on an agreed frequency of service. Any requests to change the frequency will be subject to a price review.
4. We will endeavour to clean all windows as per the quotation, but if when completing the work, we deem any windows to be inaccessible, dangerous to clean or would void our insurance, these will not be cleaned. The terms of accepting our quotation include accepting our decision when carrying out the work whether specific windows or areas quoted for will or will not be cleaned.
5. We operate in all weather conditions excluding very heavy rain, wind speeds over 30mph and electrical storms.
6. Any complaints about our work must be registered within 48hrs of the work being completed. Complaints after this 48hr period will be dealt with at our discretion.
7. We accept no liability for damage caused by decorative or structural defects, or conditions at your property/premises, such as, but not limited to, ill-fitting windows, doors, fascia's, guttering, window/conservatory trims, unsecured windows and doors, leaking seals, decorative bars stuck on glass, rotting frames, flaking paint, open/broken trickle vents, etc.
8. Should we be unable to access any part of your property/premises due to locked gates etc., we will only clean the accessible areas, such as front or side/s. This will typically be charged at 75% of the total clean cost. We will be unable to return to clean the restricted area until the next scheduled clean. To avoid this, please ensure safe access is available. We will not climb over any gates or fences to gain access. If you would like us to hold a key/access code, please contact us.
9. Due to insurance liabilities, we will be unable to move obstacles such as, but not exclusive to: heavy flowerpots and garden furniture (residential), filing cabinets and items on internal window sills (commercial). If these or any other item we deem to restrict access to an area of your property/premises, we will be unable to clean it.
10. Payments:
 - a. For commercial clients, full payment must be received within 30 days of the invoice date (unless otherwise stated). If you fail to do this, your account and services may be suspended until such time as the arrears have been settled.
 - b. For residential clients, you will be contacted with payment details after your clean has occurred, and payment must be received within 14 days of the date of cleaning. Failure to do this will result in our services being suspended until the arrears are settled. If arrears are not settled prior to the next scheduled clean, any subsequent cleans may incur an increased fee.
11. Achieving optimum cleaning results may require several cleans. For example, detergent residues from previous window cleaning methods may initially cause slight spotting. Leaching can also occur from trickle vents, beading and heavily soiled frames, however in most cases, this will cease after a few cleans once the dirt is removed fully from the frame areas. This is normal, and your patience is appreciated.
12. We are happy to supply a schedule of works to our residential clients. However, this is a guide indicating the week commencement date when we plan to visit, and we cannot be held to a specific date or time. With such factors as public holidays, bad weather, etc., it is not always possible to supply an exact date.
13. We accept no liability for decorative bars coming loose or falling from the exterior of the glass. If these bars are correctly installed, our brushes will not damage them in any way. Should they become loose or fall, this is due to the adhesive not bonding correctly with the glass and coming into contact with dust, rain and contaminates.
14. If we have arrived at your property for a scheduled clean, we cannot accept a postponement on the doorstep, unless construction work is being carried out to the property/premises. A 100% charge will be payable (at the discretion of Williamson Window Cleaning) for failing to give 14 days' notice of postponement as stated in term of service number 2 in these terms and conditions.
15. Photographs of your property may be taken as part of the quotation process (to record the extent of the cleaning required), and for use by the company for marketing purposes - before/after comparisons on social media for example. Any photos used for social media will be edited to ensure the customer remains anonymous and the property unidentifiable. These pictures will remain the property of Williamson Window Cleaning.