

# **VP SMART REMOVALS**

## **End of tenancy clean**

### **TERMS & CONDITIONS**

For an end of tenancy cleaning, we can estimate a total cost of it where it includes 48 hours guarantee and we come back on our expense to re-do the job if the customer isn't satisfied. Our team are two trained end-of-tenancy cleaning professionals and we recommend starting early in order to use natural light and it also allows us enough time to get everything done.

Professional oven cleaning,

cleaning the fridge/freezer ( must be completely empty and defrosted)

Cleaning the cupboards in and out, and tops of it.

Carpet cleaning.

The property must be empty.

Our team will remain on the property as many hours as needed for it to be all done ready for inspection.

PLEASE NOTE, what is NOT included in the price:

- 1.Cleaning of ceilings, patio, and laundry, gardens, painted walls
- 2.Moving of heavy and /or damaged furniture
- 3.Moving outfitted appliances such as oven/cooker, fridge/freezer, washing machine, dishwasher, etc
- 4.Utensils/cutlery are not included in the price
5. Wooden, plastic, or metal blinds are not included in the price (an extra charge of £10 per blind will occur if they are required)

Please note parking fees and Congestion charges are NOT included in the price.

## 2.1 General

2.1.1 For bedrooms bigger than 20 square meters and living rooms bigger than 40 square meters the price will increase.

2.1.2 The Customer must ensure that all personal belongings are completely moved out otherwise an additional £50 may be charged. Where belongings are present our cleaning guarantee will not apply to that area.

2.1.3 Rubbish or waste removal is not part of our end of tenancy cleaning service and will incur an additional charge.

2.1.4 If the Customer is more than 30 minutes late a late fee may apply

2.1.5 The Customer is to ensure that hot running water and electricity is provided and that there are no blocked drains. An additional charge of £50 will be applied if we have to unblock drains. Should no electricity or running water be provided we are permitted to leave the property and will not be liable, under any circumstances, for any costs associated with the cleaning not being carried out.

2.1.6 Price quoted is based on one single fridge freezer and one single oven. Larger appliances will incur a further cost to clean.

2.1.7 If ladders are required to reach high areas then this must be stated at booking.

2.1.8 Cleaning of walls, mold on walls and ceilings, the inside of toasters, kettles, and other electrical appliances is not part of our end of tenancy cleaning checklist. Wall washing needs to be added at the time of making a booking.

2.1.9 Cleaning of vacuum cleaners, ironing boards, curtains and other items left in storage cupboards is not part of our end of tenancy cleaning checklist.

## 2.2 Cancellations

2.2.1 If you cancel your cleaning appointment less than 48 hours prior to the scheduled time, we will charge you a £50 cancellation fee. Cancelling your service more than 48 hours in advance of the appointment will incur no charges.

2.2.2 If you reschedule your cleaning appointment less than 48 hours prior to the scheduled time, we will charge you a £25 cancellation fee. Rescheduling your service at least 2 days in advance of the appointment will incur no charges.

2.2.3 We reserve the right to refuse any cleaning job if the condition of the property is hazardous to the health and well being of our operatives. If we are not made aware of this before arrival and we are unable to carry out the work as a result, the Customer will be charged a 100 GBP non-refundable fee.

2.2.4 The cleaning company has the right to cancel or reschedule a service in cases where an accident or any unexpected circumstances have befallen the assigned cleaning team.

2.2.5 The Customer is liable for any mistakes they make regarding incorrect bookings. If the booking date is incorrect, and the cleaners are turned away a £65 fee will be paid by the Customer.

2.2.6 The Customer can reschedule or cancel the appointment over the phone or by e-mail.

### 2.3 Complaints and Cleaning Guarantee

2.3.1 No refund claims will be considered once the cleaning service has been carried out.

2.3.2 All services shall be deemed to have been carried out to the Customer's satisfaction unless written notice is received by the Company with details of the complaint within 7 days of the work

being completed. We will fully investigate any complaint and attempt to resolve it in a professional and timely manner.

2.3.4 The Customer agrees to allow the Company back to re-clean and inspect any disputed areas/items before arranging a third party to carry out services or refusing to pay for the service.

2.3.5 The Company reserves the right to only offer one recovery clean per service.

2.3.6 Where access is denied for a re-clean, we are not liable for any costs associated with not being granted permission to re-enter the property and carry out the re-clean.

2.3.7 Our cleaning guarantee applies for one week from when the cleaning was completed. Any complaints after this time may not be considered.

2.3.8 We cannot guarantee our End of Tenancy Cleaning service when people or personal possessions are still present in the property during or after the time of the cleaning.

2.3.9 Fridges and Freezers should be emptied and defrosted prior to our arrival and turned off so we can clean them. We will not be liable for cleaning freezers that have not been defrosted and reserve the right to return to re-clean the property for this reason alone.

2.3.10 We will do our best to make sure your appliances are cleaned to a high standard. However, if they have not been cleaned since they were purchased regrettably, we will not be liable for ingrained dirt that cannot be removed using chemicals.

2.3.11 We cannot guarantee the removal of pet odors or cigarette smoke during the cleaning and will not be liable for any deductions for this.

Keep in mind that we also can help you with:

Removal services, House moving, Office Relocation, Packing and packing materials, Assembly, End of Tenancy, Gardening, and Pest Control Services.

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We look forward to working with you!