

## **Carpet Cleaning Information**

The quote you will be supplied with is inclusive of labour, consumable tools and 10 minutes free removal and replacing of furniture. (Also see terms and conditions for items). For those customers who have a very small amount of carpet cleaning please be advised the minimum spend is £25.00 + vat call out charge.

In some cases your quote has been supplied on the information and measurement you supplied via telephone to our administrators or via the priority request quote pack you sent us. If this is the case, please be advised when the cleaner calls he/she will measure the requested room and confirm the size given is correct. If the room measures more than the signed contract measurements you have supplied then the additional cleaning cost will need to be agreed before work can commence.

Once you have decided that the quote is acceptable, please send the appropriate deposit (cheque or postal order) together with your signed contract not forgetting to inform us of your preferred cleaning date (If this date is not available PMCC administrators will search for the nearest available time slot.) You will receive a call from our administrators to confirm the scheduled cleaning dates whether it be AM or PM appointment, you will then receive a further telephone call on the actual day of the scheduled cleaning date to confirm his/her estimated arrival time to commence cleaning. Finally you will be left with an invoice showing the deposit paid and balance that is payable, this should be paid within 7 days in the freepost envelope provided via cheque or postal order only. (We do not accept cash under any circumstances)

Our company is FULLY INSURED, which safeguards you against any future claim of an employee having an accident on your premises, also in the event of an employee damaging your property in anyway.

MAY I TAKE THIS OPPORTUNITY TO THANK YOU FOR CHOOSING PM CONTRACT CLEANING FOR YOUR FREE NO OBLIGATION CARPET CLEANING QUOTE. If we can be of any further assistance please do not hesitate to call our administrators on 08000 28 68 69 they will be more than happy to assist you.

## **Terms and Conditions**

PMCC Ltd will **not** disconnect or remove any electrical goods, ornaments or lamps etc, due to insurance exclusions, PMCC Ltd, **Yes** will remove and replace light furniture or furniture on wheels free to a maximum of 10 minutes per room cleaned, thereafter an additional £0.66p per minute will be added to your cleaning costs.

Please note, scotch guard will be a further cost and will only be supplied if requested on the signed contract.

Whilst PMCC Ltd will provide personnel that are fully trained in all kinds of carpet cleaning, under no circumstances will we accept liability for shrinkage due to poorly laid carpets i.e. grips or adhesive unstable, carpets should be in a non damaged condition i.e. scag free, colorfast etc. In the event of a complaint you will need to register within 24 hours.

Please be advised for those who live within a 2<sup>nd</sup> storey flat/apartment a further £10.00 fee will be added as a result of the further labour/time involved in climbing stairs for access.

PMCC Ltd will use some of the best cleaning chemicals on the market both for general day-to-day dirt, grime and spot staining removal, unfortunately we cannot guarantee under all circumstances to remove certain staining.

Please be aware the £25.00 or 50% deposit paid is not refundable in the event of the customer cancelling the cleaning contract for whatever reason.

PMCC Ltd will do everything possible to ensure your preferred booking date and time scale is met. Due to unforeseen circumstances i.e. sick employees etc. PMCC Ltd will not accept any responsibility of financial loss to the customer but will reschedule for the earliest mutual convenient date. Please be advised 14 days prior notice of a scheduled cleaning agreed date is necessary to re-schedule a confirmed booking anything else will result in your deposit being forfeited.

If for some reason you the customer are not at home and PMCC Ltd are unable to commence cleaning within your AM, PM, time slot agreed on your contract. The deposit paid unfortunately will be lost.

The deposit made will need to be paid by cheque or postal order only. Final payments can either be paid to the cleaner on the day of cleaning or by sending a cheque, postal order within 7 days. PMCC Ltd reserves the right to charge £10.00 administration fee regarding bad debts.

All Cheques are to be made payable to PM Contract Cleaning Services Ltd, not forgetting to state Carpet cleaning division on the rear of your cheque along with your address.