

N & L Total Clean Ltd

Domestic Customer Terms & Conditions

Email: info@nltotalclean.com

Telephone: 07507215066



1. Services and bookings

We provide domestic exterior cleaning, including window, gutter, uPVC, soffit and fascia, and conservatory cleaning, together with car cleaning, valeting and detailing.

Your quote or booking confirmation will state the agreed work and price. Any exclusions or limitations will be explained where relevant. Additional work or changes to the price will be agreed with you before we proceed.

Bookings can be made through our website, by telephone, text, WhatsApp, Facebook or email.

2. Prices and payment

The agreed price will be confirmed before the booking is accepted. Unless agreed otherwise, payment is due when the work is completed.

We accept cash, bank transfer and card payments through our Worldpay terminal. Any applicable VAT will be identified where relevant.

3. Deposits

We may request a **50% deposit for car cleaning, valeting or detailing**. This will be deducted from your final bill.

A deposit is not automatically non-refundable. Any amount retained following cancellation will be assessed under our Cancellation Policy and applicable law.

4. Cancellations and failed visits

Please give at least 24 hours' notice if you need to cancel or rearrange an appointment.

Where legally permitted, a reasonable charge may apply for short-notice cancellations or failed visits. The maximum charge per booking is:

- **Window cleaning and other domestic exterior-cleaning services: £10**
- **Car cleaning, valeting and detailing: £50**

These are maximum limits, not automatic charges. Any charge must be reasonable, proportionate and justified by the circumstances, taking account of actual losses, costs saved and whether we can fill the appointment. Deposits will be taken into account to avoid charging twice for the same loss.

Your statutory cancellation rights, including any applicable 14-day cooling-off period, take priority over these general notice requirements. Please see our separate Cancellation Policy.

5. Cooling-off rights and early starts

Certain bookings made online, by telephone or at your home may carry a statutory 14-day right to cancel.

If you want us to start work during that period, we will ask for your express request and the required acknowledgement separately. If you cancel after work has started, a proportionate charge for work already completed may be due where legally permitted. If the service is fully completed during the period, you may lose the right to cancel under that cooling-off period if the required consent and acknowledgement were obtained beforehand.

Accepting these Terms & Conditions alone does not waive your statutory cancellation rights.

6. Weather, access and customer responsibilities

Exterior cleaning may need to be rearranged because of unsuitable weather or unsafe working conditions. We will contact you to arrange another appointment where practical and will not charge you simply because we need to postpone work for these reasons.

Please provide safe access to the agreed work area and any water or electricity required for the service, unless otherwise agreed. Tell us about access restrictions, hazards, fragile surfaces or existing damage before work begins.

Children, pets and other people must be kept away from the working area. Customers must clear pet waste before we arrive. If access, hygiene or safety prevents us from completing the work, we will discuss the options with you. Any charge must be reasonable, proportionate and legally permitted; we will not automatically charge the full price for work not carried out.

7. Car cleaning and existing damage

Please remove personal belongings and valuables from your vehicle and tell us about known damage, leaks, electrical issues or delicate finishes before work begins.

Results depend on the vehicle or surface condition, and we cannot guarantee that every stain, mark, odour or defect will be removed. If we identify a risk that makes work unsafe or unsuitable, we may stop the affected work and discuss the options with you.

We take reasonable care when carrying out our services. We are not responsible for pre-existing damage, except where the law makes us responsible. Nothing in these terms excludes or limits liability that cannot legally be excluded or limited, including liability for damage caused by our negligence where applicable.

8. Photographs and marketing

We may take photographs to record the condition of a property or vehicle, document work or help resolve a query.

We will ask for your separate, optional permission before using photographs for public marketing, including on our website or social media. Saying no will not affect your booking. Where permission is given, we will take reasonable steps to obscure identifying details, such as house numbers and vehicle registration plates, where practical, but cannot guarantee that every identifying detail will be removed.

You can withdraw permission for future marketing use by contacting us. Our Privacy Notice explains how we handle personal information.

9. Insurance and complaints

N & L Total Clean Ltd is an insured business.

If you are unhappy with our service, please contact us promptly with details of your concern. We will consider it fairly and aim to respond as soon as reasonably possible. This does not affect your legal rights.

10. Privacy and legal terms

We use customer information to manage enquiries, quotes, bookings, payments, business records and customer queries. Please read our Privacy Notice for more information.

These Terms & Conditions are governed by the law of England and Wales, without removing any consumer protections that apply to you.

Contact us - N & L Total Clean Ltd

160 Hawes Side Lane, Blackpool, England, FY4 4AA

Email: info@nltotalclean.com

Telephone: 07507215066

Thank you for choosing N & L Total Clean Ltd.