

N & L Total Clean Ltd

Domestic Customer Cancellation Policy



1. Cancelling or changing a booking

Please contact us as soon as possible if you need to cancel or rearrange an appointment. We ask for at least **24 hours' notice** wherever possible.

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

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

These are maximums, not automatic fees. 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. We will not charge twice for the same loss, and any deposit paid will be taken into account.

2. Deposits

We may request a 50% deposit for car cleaning, valeting or detailing. It will be deducted from the final bill if the service goes ahead.

If you cancel, the deposit is not automatically forfeited. Any amount retained or refunded will be assessed under this policy and applicable law.

3. Your 14-day cooling-off rights

Certain contracts made online, by telephone or at your home may give you a statutory **14-day cooling-off period**, usually starting the day after the contract is made.

If you wish to cancel within that period, contact us by email or in writing and clearly tell us you want to cancel. You may use the form below, but you do not have to.

If you expressly ask us to start work during the cooling-off period and then cancel after work has started, you may have to pay a proportionate amount for the work already carried out, where the legal requirements have been met.

If the service is fully completed during the cooling-off period, you may lose the right to cancel under that period only where you gave the required express consent and acknowledgement before work began.

Accepting our Terms & Conditions does not, by itself, waive your cooling-off rights.

We will provide the relevant cancellation information and obtain any required early-start consent and acknowledgement separately.

4. Weather, access and hygiene

We may rearrange work because of unsuitable weather or unsafe 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 ensure safe access and clear pet waste from the work area before we arrive. If access, hygiene or safety prevents work from going ahead, we will discuss the options with you. Any charge for a failed visit or incomplete work must be reasonable, proportionate and legally permitted. We will not automatically charge the full price for work not carried out.

5. If we cancel or a refund is due

If we cancel, we will tell you as soon as reasonably possible and offer another appointment where practical. We will refund payments due for work not carried out, subject to any lawful entitlement for work already performed.

Where a statutory cooling-off right applies, the relevant legal refund rules and deadlines will apply.

6. Optional cancellation form

You may use this form to cancel a service contract, but you can also contact us by another clear method.

To: N & L Total Clean Ltd

Email: info@nltotalclean.com

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

I/We hereby give notice that I/we cancel my/our contract for the following service:

- Service booked: _____
- Customer name: _____
- Property address, if relevant: _____
- Date the booking was made: _____
- Booking date: _____

Signature (only if submitting on paper): _____

Date: _____