



Cleaning Lovers MK – Terms and Conditions

1. Acceptance of Terms

By booking a service with Cleaning Lovers MK, the customer agrees to these Terms and Conditions.

2. Deposit and Payment

1. A non-refundable payment of 70% of the total quoted price is required before any cleaning work begins.
2. Cleaning Lovers MK reserves the right not to commence work until the 70% payment has been received in full.
3. The remaining 30% balance* is due upon completion of the cleaning service unless otherwise agreed in writing.

3. Completion of Work

1. Upon completion of the service, the customer will be given the opportunity to inspect the work carried out.
2. If the customer is satisfied that the work has been completed to a reasonable and professional standard, they will sign a completion form confirming that the work has been carried out satisfactorily.
3. Once the completion form has been signed, the service will be deemed ,accepted and completed.

4. Concerns About the Service

1. If the customer believes any part of the agreed service has not been completed satisfactorily, they must notify Cleaning Lovers MK before signing the completion form where reasonably possible.
2. Cleaning Lovers MK will be given a reasonable opportunity to rectify any issues covered by the original quotation before any refund or price reduction is considered.

5. Access to the Property

The customer is responsible for ensuring that Cleaning Lovers MK has safe and reasonable access to the property or premises at the agreed date and time.

6. Health and Safety

Cleaning Lovers MK reserves the right to refuse or stop work where conditions are considered unsafe or where there is a risk to the health and safety of staff.

7. Changes and Cancellations

1. Any changes to the booking should be made as soon as possible.
2. If the customer cancels after the 70% payment has been made, the deposit will not be refunded unless Cleaning Lovers MK agrees otherwise in writing.

8. Liability

Cleaning Lovers MK will take reasonable care while providing its services. Any concerns regarding accidental damage must be reported within 24 hours of the service being completed.

9. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

Customer Declaration

I confirm that I have read and understood these Terms and Conditions and agree to be bound by them.

Customer Name: _____

Signature: _____

Date: _____

Cleaning Lovers MK Representative: _____

Representative Signature: _____

(Visit website <https://cleaningloversmk.co.uk>, Email: info@cleaningloversmk.co.uk or Call: 07448452349,

07428106215 for more information)