

## **JMO Oven Cleaning Terms & Conditions**

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**1.2** The term ‘ JMO Oven Cleaning” or ‘us’ or ‘we’ refers to the owner of the website whose registered address is 43 Plymbridge Road, Plympton, Plymouth, PL7 4HT. The term ‘you’ refers to the user or viewer of our website.

**1.3** The use of this website is subject to the following terms of use:

**1.4** The content of the pages of this website is for your general information and use only. It is subject to change without notice.

**1.5** This website uses cookies to monitor browsing preferences Through Google Analytics which holds information about location, how you came to site, your browser and where you visited.

**1.6** Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

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**1.9** From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

**1.10** Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

## **2. Pricing**

**2.1** The initial quotation price is based on the size of the appliance, so if the information provided for quotation was incorrect this may result in the need to amend the initial quotation.

## **3. Access**

**3.1** The Client is responsible for providing access to the property at the scheduled time. If keys are provided they must open and close all locks. Failure to provide access to the property is subject to a 100% non-refundable fee.

**3.2** Please ensure you switch off your AGA oven or set the heat to minimum from the previous day in order for us to clean it without any risk of injury.

## **4. Equipment**

**4.1** We shall provide all cleaning supplies and cleaning equipment necessary to carry out the service.

**4.2** The Customer must provide running water, electricity and sufficient light at the premises where the service is to take place.

## **5. Payment**

**5.1** Unless otherwise agreed in writing by the company, the account is rendered for immediate payment on the completion of the work.

**5.2** The Client must make payment (cash or cheque) before the JMO Oven Cleaning specialist leaves the Client's premises.

**5.3** JMO Oven Cleaning reserves the right to charge £40.00 administrative fee, in addition to the balance due, for any account we must refer to collection. Please note that debt collecting companies may add their charges to the outstanding amount.

**5.4** All bank charges incurred due to a Customer's cheque being returned unpaid will be passed to the Customer at a flat rate of £30.00 per cheque.

**5.5** The rate of payment by the Company shall be agreed between the Company and the Customer, or his representative. The Client shall make no reduction or retention from the sum due under any invoice.

## **6. Cancellations**

**6.1** The Client can cancel or reschedule the scheduled service by giving us at least a 48h notice.

**6.2** JMO Oven Cleaning reserve the right to charge at their discretion a cancellation fee:  
Under 48hrs notice may be charged up to 50% of the quoted price  
Under 24hrs notice may be charged up to 100% of the quoted price.

**6.3** JMO Oven Cleaning 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.

**6.4** JMO Oven Cleaning has the right to cancel or reschedule a service in cases where an accident or any unexpected

circumstances have befallen the assigned Oven cleaning technician.

## **7. Insurance**

**7.1** JMO Oven Cleaning hold full public liability insurance as well as being fully insured for both the items being cleaned and anything on the premises.

## **8. Claims**

**8.1** The Customer agrees that due to the nature of the service the Company guarantees only to correct any problems reported within 24 hours of the completion of the service.

**8.2** The Customer agrees to inspect the work immediately after its completion and to draw the operative's attention to any outstanding cleaning issues while they are still on site. The operatives will carry out any such additional work to the Customer's complete satisfaction.

**8.3** If the Customer or any third party instructed by the Customer is not present at the time of the service then no claims regarding any cleaning issues can be made.

**8.4** If the Customer instructs a third party to inspect the result from the cleaning then the Company must be notified before completion of the service.

**8.5** The Customer agrees and understands that claims within the allowed 24 hours does not cover services or areas not outlined in the accepted quote. Any claims made for services or areas not mentioned in an official accepted quote will be classed as not valid and as such deemed settled.

**8.6** Any refunds or adjustments must be requested to the Company directly and subject to approval by the Company.

**8.7** The Customer waives his right to stop payment on his cheque unless the Company fails to make good on the guarantee shown within these conditions.

**8.8** While the Company operatives make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, the Company requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning operatives.

**8.9** In case of damage, the Company will repair the item at its cost. If the item cannot be repaired the Company will rectify the problem by crediting the customer with the item's present actual cash value towards a replacement upon payment of the cleaning services rendered.

**8.10** The Company shall not be responsible for damage due to faulty and/or improper installation of any item.

**8.11** No claims shall be entertained if the Customer has an outstanding balance aged more than 30 days.

**8.12** Any attempt to commit insurance fraud or any use of false information to commit any type of fraud will be prosecuted to the fullest extent of the law together by the Company and the Insurance Providers(s). Monetary compensation as well as legal fees may be incurred.

## **9. Liability**

**9.1** The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether

direct, indirect or consequential) which may be suffered or incurred by the Customer arising from or in any way connected with:

**9.2** Its failure to carry out its services as a result of factors beyond its control. Factors beyond its control include acts of god, floods, severe weather conditions, and inability to gain access to premises, lack of appropriate resources, such as water, electricity and lighting.

**9.3** Late arrival of Company operatives at the service address. The Company endeavours to be on time on any visit but sometimes due to transport related and other problems which are beyond the Company's control, the Company operatives may arrive with a delay or the cleaning visit may be rescheduled.

**9.4** Any existing damage to Clients property in the form of old stains, burns, scratches, dents and the like which cannot be cleaned/removed completely by the cleaning operative using the industry's standard cleaning methods.

**9.5** The Company shall not be liable for any damages worth £50.00 or less.

**9.6** JMO Oven Cleaning shall not be liable under any circumstances for any loss, expense, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Customer if the Customer has an outstanding balance aged 30 days or more from the date the payment was due.

## **10. Our Promise To You**

**10.1** JMO Oven Cleaning aim to respond to all communications as quickly as possible.

**10.2** JMO Oven Cleaning aim to arrive at appointments promptly, but on the day of appointment if for any reason we are delayed we will contact you as soon as possible.

**10.3** JMO Oven Cleaning will be courteous and respectful to your property at all times.

**100% Satisfaction guarantee.**