

Clean Tech – Terms & Conditions

Effective Date: 01-09-2025

Company: Aqua Devine Ltd T/A Clean Tech

Registered Address: Unit 9 Bergen Way Business Park, King's Lynn, PE30 2DD

Telephone: 01485 609223

Website: <https://cleantech-norfolk.co.uk>

1. Definitions

- 1.1. "Company", "We", "Us", "Our" refers to Clean Tech, trading name of Aqua Devine Ltd.
- 1.2. "Client", "You", "Your" refers to any individual, business, or organisation engaging our services.
- 1.3. "Services" means any cleaning, restoration, or related work carried out by Clean Tech.
- 1.4. "Agreement" refers to these Terms & Conditions together with any written quotation, invoice, or booking confirmation.

2. Scope of Services

- 2.1. Clean Tech provides carpet cleaning, upholstery cleaning, oven cleaning, hard floor cleaning, exterior cleaning (including render, stone, gutters, pressure washing, and solar panels), and other services as currently specified on our website <https://cleantech-norfolk.co.uk>.
- 2.2. Services will be carried out with reasonable skill, care, and in accordance with industry standards.
- 2.3. We reserve the right to decline any service where conditions are unsafe, access is restricted, or the work requested is outside of our scope.

3. General

- 3.1. All fragile and breakable items must be secured or removed from the cleaning area by the client before our arrival. Heavy items will not be moved if it is considered unsafe to do so due to health and safety reasons. Any items that are specifically required to be moved that are deemed heavy, must be emptied first by the client before we arrive for the works to be carried out. If this has not been carried out, we will clean around the furniture. If the client insists that we move furniture that has not been emptied (and if it is safe to do so) this will be done at the client's own risk. Furniture isn't designed to be moved whilst full (added weight) and damage can occur i.e. buckling, twisting, legs breaking etc. Therefore, Clean Tech accept no responsibility should damage occur in this instance. Further, Clean Tech reserves the right not to be responsible for:-
 - 3.1.1. Cleaning job not complete due to the lack of hot water, power; (electricity for power and lighting) and access to the areas at the agreed time.
 - 3.1.2. Lack of hot water, non pre vacuumed carpets or a non-fully operational oven will incur a 100% charge
 - 3.1.3. Third party (pets included) entering or present at the client's premises during the cleaning process, causing re-soiling damage;
 - 3.1.4. Wear or discolouring of fabric/fibres becoming more visible once soil has been removed;

4. Access

- 4.1. It is the responsibility of the client when booking, or at any time between booking and the appointment time, to advise Clean Tech if access to the property is, or becomes, restricted or unavailable due to any of, but not limited to, the following:
 - 4.1.1. Parking restrictions
 - 4.1.2. Parking permit requirements
 - 4.1.3. Double yellow lines
 - 4.1.4. Vehicle height access barriers
 - 4.1.5. Low level arch ways

4.1.6.No vehicle access to the front of the property, e.g. bollards or restrictions.

5. Equipment

- 5.1. Clean Tech will provide all cleaning material and equipment to perform the work specified by the client in a professional manner using every care to accomplish a satisfactory level of service. The client agrees to supply access to the work area, all hot water and power for the works to be carried out. Failure to supply this may result in a cancellation fee of £100.00 to cover the loss of work, which will then have to be rescheduled at a later date.

6. Electric Ovens

- 6.1. Cleaning around a roof mounted heating element is very difficult. Should any liquid get onto the element this may cause it to fail and need replacement. If you really require the roof of the oven to be cleaned you would need to arrange for an electrician to attend prior to our visit in order to remove the heating element and then return to re fit it.
- 6.2. Clean Tech will not be responsible for any paint or chrome that flakes away from the internal or external surface of the oven or any of its accessories.

7. Aga/Rayburn type Ovens

- 7.1. Ovens of this type must be switched off 24 hours before the appointment time to allow them to cool down. Failure to do so will prevent cleaning. Should the oven be too hot to clean when we arrive, the cleaning fee will still be payable and due or where paid in advance there will be no refund.
- 7.2. Again, Clean Tech will not be responsible for any paint or chrome that flakes away from the surface of the oven or comes off the manufacturers badge

8. Carpets. Upholstery etc.

- 8.1. Furnishings are not usually manufactured with the intention that they will need to be cleaned later. This means there are times when furnishings can be cleaned in accordance with generally accepted industry standards, with due diligence and care. The client must understand that the appearance of such furnishings can be negatively affected.
- 8.2. Because of the variables involved with the blends of fibres, soiling and environmental conditions that may exist, Clean Tech cannot be held responsible for the following:

- | | |
|--|----------------------------|
| • Ageing or deterioration | • Shrinkage |
| • Migrating marks from back of fabrics | • Removal of stains |
| • Unstable dyes | • Browning |
| • Deteriorated foam cushions | • Fading |
| • Restoring white fabrics | • Water marking |
| • Urine contamination | • Yellowing |
| • Finish or glaze loss | • Pre-existing wear & tear |
| • Frayed piping or welting | • Loose frames/legs |
| • Broken zips | • Nicked wood trim |
| • Breakdown of fabric backing | • Loose or missing buttons |

9. Colours

- 9.1. Fibres/fabrics which become excessively soiled may not release all soil and stains without risk of damage to colours. Colour problems as well as stains may be hidden by excessive soil and only show up after soil is removed. Clean Tech cannot be held responsible in these circumstances.

10. Spills, Spot's & Stains

- 10.1. We will, prior to cleaning, ask you about any visible spots and stains and treat them according to your response. Where they are unknown, we will use our best judgment and knowledge based on the position, the colour and the size and shape to attempt to determine the problem.
- 10.2. Any areas which have previously been attempted by yourself may have changed from a spot, which is removable, to a stain which may be permanent and not removable. Clean Tech accepts no liability for guaranteeing the removal of every spot and stain. Clean Tech will not be responsible for failing to remove old/permanent stains that cannot be removed using normal carpet cleaning methods.

11. Cleanability Code

- 11.1. Most fabrics have a care label attached to the frame under a seat cushion. These care instructions are for your guidance in the proper maintenance of the item. However, excessive soil or inadequate maintenance procedures may require a professional cleaning system other than that recommended and will require your permission to do so. Any additional risks or limitations will be discussed for your approval prior to any work commencing and by agreeing to such work Clean Tech will not be responsible for any damage caused.

12. Edgings/Seams

- 12.1. All carpet edgings and seams should be correctly fitted in normal circumstances. It is the client's responsibility therefore to ensure this is the case prior to cleaning. If any edgings or seams are not secure Clean Tech will not accept any responsibility for any loose fibres/yarns subsequently becoming caught in any machinery and being pulled out due to this existing condition, or for any movement/parting of seams due to deterioration of carpet backing/glues/adhesive tapes etc.

13. Shrinkage

- 13.1. This can occur when fibres/fabrics made up mostly of natural fibres (except Belgian Wiltons – constructed of synthetic fibres i.e. olefin with a natural backing) are exposed to moisture from accidents, maintenance spotting or non-professional cleaning attempts. Clean Tech will undertake to avoid any such shrinkage problems by identifying susceptible fabrics/fibres. However, movement/shrinkage can also occur due to poorly fitted/repared/replaced carpets/seams/edgings. Clean Tech will not be responsible for any such movement or shrinkage, due to these existing problems.

14. Fabric/Leather Deterioration

- 14.1. Fabrics exposed to heavy soil, heavy usage (children, pets etc), or strong light will eventually weaken and deteriorate. Fabrics made up of mostly natural fibres are most sensitive to these conditions. Clean Tech cannot be held responsible for such issues.

15. Waiting Times

- 15.1. Our technicians will wait at the designated address for 15 minutes past the appointment time. If requested to wait longer a waiting time charge of £45.00 per 15 minutes will apply. Should no contact be made we will leave after 15 minutes (or other agreed time) and a minimum charge of £100 (plus additional time costs as agreed) will apply and a fresh appointment will be needed.

- 15.2. The client must be present, in the property, at all times that our technician is working. Should it be necessary for you to leave then our technician will leave the property and additional waiting time will be added to the agreed price in accordance with 15.1 above.

16. Quotations & Pricing

- 16.1. All quotations are valid for **30 days** unless otherwise stated.
- 16.2. Prices are based on information provided at the time of quotation. Additional charges may apply if:
- 16.2.1. Information supplied is inaccurate or incomplete.
 - 16.2.2. The scope of work changes.
 - 16.2.3. Additional treatments are required (e.g., stain removal, antimicrobial treatments, protective sealants etc.).
- 16.3. Clean Tech operates a **minimum service charge**, which will be confirmed at the time of booking.
- 16.4. Prices quoted are inclusive of VAT.

17. Bookings & Access

- 17.1. Bookings are confirmed once a date/time is agreed. A booking fee may be required for certain services.
- 17.2. Booking fees are **non-refundable** but will be deducted from the final invoice.
- 17.3. The Client is responsible for ensuring:
- 17.3.1. Safe access to the property.
 - 17.3.2. Adequate lighting, water, and electricity are available.
 - 17.3.3. Appliances (including Agas and ranges) are switched off, cooled, and ready for cleaning at least 24 hours prior to our attendance. Failure to comply will prevent us from working on the appliance and our **minimum service charge** will apply.
- 17.4. Parking arrangements and costs are the responsibility of the Client.

18. Payments

- 18.1. Payment is due **immediately upon completion** unless otherwise agreed in writing.
- 18.2. Commercial Clients with approved credit terms must pay within **14 days of invoice date**.
- 18.3. Accepted methods: cash, bank transfer, debit/credit card.
- 18.4. Late payments:
- 18.5. Fixed late payment fee of **£40**.
- 18.6. Statutory interest of **8% above Bank of England base rate** under the Late Payment of Commercial Debts (Interest) Act 1998.

19. Client Cancellations and Refunds

- 19.1. Cancellations must be made via a **live telephone call** with Clean Tech and we will confirm cancellation by email which will be needed in the event of any dispute that might arise.
- 19.2. We understand that plans can change. If you need to cancel or reschedule your appointment:
- 19.3. **More than 48 hours' notice:** No fee will be charged.
- 19.4. **Between 24 and 48 hours' notice:** A cancellation fee of **50% of the agreed service value** (or **£100**, whichever is lower) will apply.
- 19.5. **Less than 24 hours' notice or on the day:** A cancellation fee of **100% of the agreed service value** will apply.
- 19.6. These charges are designed to cover costs we incur when a booking slot cannot be filled at short notice and are **not intended to be punitive**.

20. Our Cancellations

- 20.1. While we make every effort to keep all scheduled appointments, there may be rare occasions when we need to cancel due to **staff illness, unsafe conditions, or extreme weather**.
- 20.2. If we cancel with **more than 24 hours' notice**, we will work with you to reschedule the appointment at a convenient time.
- 20.3. If we must cancel **within 24 hours** of the appointment for reasons **within our control** (e.g. staff illness or operational issues), and you have **paid in advance**, we will **refund any payment made or offer a new appointment — your choice**.
- 20.4. Where we are unable to carry out the work due to **unsafe conditions or extreme weather beyond our control**, no charge will be made and we will offer to reschedule at the earliest opportunity.

21. Refunds

- 21.1. Any payments made in advance will be **fully refunded** if we cancel and you choose not to reschedule.
- 21.2. Refunds will be processed within **5 working days**.

22. Liability & Limitations

- 22.1. While every effort is made to achieve the best results, **no guarantee is given that all stains, odours, or soiling will be completely removed**. Some are permanent.
- 22.2. Clean Tech is not liable for:
- 22.3. Pre-existing damage, wear, or weaknesses in fabrics, fibres, surfaces, or materials.
- 22.4. Colour loss, fading, shrinkage, or changes to fibres/fabrics where such issues are inherent or a normal risk of cleaning.
- 22.5. Damage caused by faulty construction, poor installation, or previous cleaning attempts by third parties.
- 22.6. The Client must notify us of any fragile, high-value, or irreplaceable items in the work area.
- 22.7. Our liability is limited to the cost of the service provided, except in cases of death or personal injury caused by negligence.

23. Complaints

- 23.1. Any concerns must be reported within **48 hours** of service completion.
- 23.2. Clean Tech will investigate and, if appropriate, return to rectify the issue.
- 23.3. Refunds are at the sole discretion of Clean Tech once reasonable attempts at rectification have been made.

24. Insurance

- 24.1. Clean Tech is fully insured for Public Liability and Treatment Risk. Evidence of cover is available on request.

25. Subcontractors

- 25.1. Clean Tech may use subcontractors where necessary. All subcontractors work under the same standards of service.

26. Data Protection

- 26.1. Client details are stored securely in compliance with UK GDPR.
- 26.2. Data will not be shared with third parties except as required to deliver our services or comply with the law.

27. Force Majeure

27.1. Clean Tech is not liable for delays or failure to perform due to events beyond our control, including but not limited to extreme weather, power outages, illness, or government restrictions.

28. Governing Law

28.1. These Terms & Conditions are governed by the laws of **England & Wales**.

28.2. Any disputes shall be subject to the exclusive jurisdiction of the courts of England & Wales.

29. Availability of Terms

29.1. These Terms & Conditions are published on our website at www.cleantech-norfolk.co.uk/terms-conditions and are available on request.

29.2. By booking our services, the Client acknowledges that they have had the opportunity to review these Terms & Conditions. Failure to read them does not exempt the Client from their application.

30. Acceptance

30.1. By booking our services, you confirm that you have read, understood, and agree to these Terms & Conditions.