

SOUTH WEST ROOF CLEANING

Terms and Conditions of Service

Welcome to South West Roof Cleaning. These Terms and Conditions outline the standards, expectations, and binding agreements between South West Roof Cleaning ("**Company**," "**we**," "**us**," or "**our**") and the property owner or representative ("**Customer**" or "**you**").

By accepting any verbal or written quotation, paying a deposit, or authorizing work to proceed, you acknowledge that you have read, understood, and agreed to the terms set out below.

1. DESCRIPTION OF AGREEMENT

This agreement governs the provision of exterior cleaning services, including roof scraping (compressed air/manual), soft washing, biocide treatments, and gutter cleaning. We reserve the right to update these terms at any time; the most current version is always available on our website.

2. AUTHORISATIONS & ACCESS

- **Property Access:** You grant us permission to access the property to perform requested services, assess job requirements prior to the service date, or conduct post-clean inspections.
- **Scheduling & Delays:** While we strive to complete works within estimated timeframes, weather conditions, equipment breakdowns, or unforeseen site factors may require rescheduling. We will rebook your service for the next available business day.
- **Utilities:** You agree to provide free access to an active outdoor water supply and a standard electrical outlet (if required) on the day of service.

3. ON-THE-DAY CUSTOMER RESPONSIBILITIES

To ensure a safe and smooth operation, you agree to ensure the following prior to our arrival:

1. Outdoor water tap activated and accessible.
2. All doors and windows securely closed.
3. Outside electrical sockets and light fixtures turned off.
4. Pets kept securely indoors for the duration of the works.
5. Work areas cleared of vehicles, garden furniture, potted plants, and fragile items.
6. Neighbours notified of potential minor noise or debris (we will ensure neighbouring properties are left clean and tidy before leaving).

4. PRE-EXISTING CONDITIONS & PROPERTY DAMAGE

- **Delicate Surfaces & Ageing Materials:** We take extreme care and use safe, non-invasive air scraping techniques. However, we accept no liability for damage or discolouration resulting from pre-existing property defects, aged/ weathered tiles, poor maintenance, or low-grade building materials.
- **Gutter Systems:** We are not responsible for pre-existing leaks or structural defects in gutters. Clearing debris may unmask pre-existing seam failures or perished rubber seals.
- **Pre-Work Inspection:** Where possible, operatives will take photos of pre-existing damage before commencing work. If significant hidden damage is discovered during cleaning, work will pause until you are notified.
- **Unseen / Remote Quotes:** Quotes generated via photos, aerial imaging, or Google Maps are estimates based on visible areas. Unseen surface flaws or structural defects cannot be accounted for until on-site inspection.
- **Minor Roof Repairs:** Minor tile repairs included in your quotation will be carried out as agreed. If major repairs are discovered, we will provide an additional quote or expert advice before proceeding.

5. PLANT, WILDLIFE & ENVIRONMENTAL PROTECTION

- **Vegetation Precautions:** We follow strict protocols to safeguard surrounding lawns and landscaping. In the rare event of plant impact, we will evaluate the situation and agree on an appropriate recovery plan.
- **Ponds & Aquatic Life:** Our biocide treatment solutions are safe for general wildlife and pets once dried, but **toxic to aquatic life**. You must inform us of any fish ponds, water features, or open water tanks prior to work so appropriate protective measures can be implemented.

6. POST-CLEANING EXPECTATION & WINDOW CARE

- **Debris & Weathering:** While we leave sites thoroughly clean, minor residual dust or treatment residue may remain immediately after work. Please allow up to **14 days** for natural rainfall and weathering to clear final traces.
- **Windows:** While operatives rinse surrounding surfaces, we do not provide specialized window cleaning. Dried water spots may occur, and window cleaning remains the customer's responsibility if desired.

7. MEDIA & CONTENT RELEASE

You grant South West Roof Cleaning permission to take photos and videos of the property for training, quality control, and promotional marketing (including social media and website use). We will never display sensitive personal details, such as full street addresses or owner names.

8. DAMAGES & CLAIMS

- **Liability Limits:** South West Roof Cleaning is liable only for direct damages caused by gross operator negligence or wilful misconduct.
- **Reporting Window:** Any damage directly attributable to our work must be reported in writing within **3 calendar days** of service completion.
- **Right to Rectify:** We must be granted **30 calendar days** from written notice to inspect the site and repair or sub-contract repairs at our discretion. Monies may not be withheld or deducted from the final invoice without prior written agreement.

9. 4-Year Moss Regrowth Guarantee (Biocide Cleans Only)

Our **4-Year Moss Regrowth Guarantee** applies strictly to full Biocide treatment services, contingent upon full payment:

- **Years 1–2:** 100% Moss-Free Guarantee (0% moss regrowth).
- **Years 2–3:** Minor localized spot-growth may appear in extreme or heavily shaded environments.
- **Years 3–4:** Minor natural regrowth may begin.
- **Post 4-Years:** Guarantee expires (though protection often lasts longer).

Guarantee Invalidation:

- Should third-party contractors or homeowners apply unauthorized chemicals, paints, or coatings.
- Should unapproved structural modifications, tile replacements, or cement works occur without prior consent.
- Should reasonable routine maintenance advice provided by our team be neglected.

Note: The guarantee covers moss regrowth on tiles only; it does not cover general dirt, atmospheric soot, or localized biofilm around Velux window tracks and damp gullies.

10. PAYMENT TERMS & CANCELLATIONS

- **Deposit:** A **20% non-refundable deposit** is required at the time of booking to secure your date.
- **Final Payment:** Balance is due within **24 hours** of job completion via Cash or Bank Transfer.

- **Late Payments:** Overdue balances past 30 days are subject to interest, debt recovery action, and legal fees added to the outstanding balance.
- **Aborted Visits / Short Cancellations:** If operatives arrive on site and are unable to work due to lack of access, unfulfilled customer responsibilities, or last-minute cancellation without reasonable prior notice, a fee of **50% of the total service quote** will apply.

CONTACT INFORMATION

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