TERMS & CONDITIONS

By placing an order in person, over the phone or by email, customers are bound to the following GODANA LTD Cleaning Service Terms and Conditions

GODANA LTD

92 HIGH ROAD
LONDON
E15 2BP

CONTACT

PHONE:
07882319350

WEBSITE:
https://godana.co.uk

EMAIL:
Godana.ltd@gmail.com

QUOTATIONS, PRICING INFORMATION AND FEES

When providing a quote, we ask how many bedrooms and bathrooms the property has, as these are the rooms that vary from property to property and we assume the property has only 1 lounge, 1 kitchen and 1 hallway, unless the customer has mentioned otherwise in writing.

'GODANA LTD' reserves the right to amend the initial quotation, should the client's original requirements change.

Customers agree to provide timely and easy access to the property where the cleaning will take place. Any delays in starting time not caused by Cleaner will incur an additional charge of £20 per hour. The first half an hour of the delay will be Free of charge, as we are well aware unexpected things may happen.

The Client must allow the cleaner access to hot water and power.

'GODANA LTD' will provide all cleaning detergents and equipment (vacuum cleaner, mop and bucket) required to carry out the service, unless the customer want to supply their own

The sales advisors can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.

All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

In case of a complaint GODANA LTD requires to be notified within 24 hours after completion of the cleaning work.

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PAYMENTS

You agree to make payments to the Company on respect of our invoices on a basis of 1 days after the receipt of invoice which is issued the day before the cleaning will take place.

Payment is requested on completion on the day of the cleaning session.

Payment can be made in cash on completion of the service

WHAT IS NOT INCLUDED IN THE SERVICE

We do NOT wash or clean/wipe painted walls or ceilings.

We will do our best to move furniture, provided that any items of furniture can easily and safely be moved by one person. We do not move out fitted appliances (such as Washing Machines, Driers, Dish Washers, Cookers, Fridges and Freezers.) in kitchens and utility rooms for health and safety reasons.

We do not take cutlery, crockery, pots, pans and kitchen utensils out of kitchen cabinets to clean inside and put them back, nor do we wash any of them. This could be arranged if required at an additional fee.

Cleaning for one of each appliance (1 single oven, 1 washing machine, 1 fridge, and 1 dishwasher) is included in the service. Every additional appliance (e.g. a second oven or grill) will be subject to an additional £30

Cleaning the insides of the inner and outer oven door glass may not be possible. If design allows and no special tools are required we will dismantle the door and clean the inner sides of the door glass.

Please be aware that for properties where pets have lived, fully removing pet fur cannot be guaranteed, and we will not return free of charge should a complaint about pet fur arise.

The service is not time limited, we can only give a rough estimate of the duration of the cleaning service, which is based on our experience and on the description of the property provided by the customer. Please note that duration may vary therefore a degree of flexibility is required.

Mould and rust removal. Permanent stains to hard surfaces such as wood, stone, tiles, grouting, metal.

Cleaning fireplaces is NOT included. Mantelpiece and front part of the hearth will be wiped

COMPLAINTS & CLAIMS

The customer accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.

GODANA LTD Cleaning company may require the presence of the customer or his/hers representative in the beginning and at the end of the cleaning session as an inspection can be carried out and if any corrections, should be made on the same day.

If the customer has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been carried out.

GODANA LTD Cleaning Company may take up to 7 working days to respond to a complaint.

GODANA LTD Cleaning Company will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.

Complaints are accepted in writing (letter or email). Complaints must be reported on completion or in the following 24-hour.

All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value (the customer will be credited with the items present cash value), art and antiques.

LIABILITY

GODANA LTD Cleaning Company reserves the right not to be liable for:

Completing tasks which are not stated on our task list;

Cleaning jobs not complete due to the lack of suitable cleaning detergents and/or equipment in full working order, hot water or power;

Third party entering or present at the customer's premises during the cleaning process;

Wear or discoloring of fabric becoming more visible once dirt has been removed;

Failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods;

Existing damage or spillage that cannot be cleaned/removed completely using provided by the customer cleaning detergents and equipment or standard carpet cleaning equipment;

Any damages caused by a faulty or not in full working order detergents/equipment supplied by the customer.

CONFIRMATION AND SERVICE GUARANTEE

The customer will receive the booking confirmation email to verify the agreement and the selected appointment slot. We do not require a deposit or partial payment to confirm the booking.

Our end of tenancy cleaning service is fully guaranteed. If there is anything left not cleaned, through human error, we will be more than happy to go back and rectify it FREE of charge!

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