

Terms & Conditions

1. TERMS AND CONDITIONS FOR OFFICE & COMMERCIAL CARPET CLEANING:

1.1. It is your responsibility to ensure the services detailed and the areas covered are those required by you.

1.2. We ask you to clear all tables and chairs beforehand where possible, in order to facilitate cleaning and to prevent damage to other items on the premises. All fragile and breakable items placed on the floor must be secured or removed.

1.3. Quotations are valid for a period of 30 days. This is dependent on the condition of the items quoted for remaining in the same state as when assessed.

1.4. Proclene Limited reserve the right to amend the initial quotation, should your original requirements change.

1.4. Access to water and electricity shall be provided on your premises as and when required.

1.5. We supply all the cleaning materials and high powered professional equipment required for the carpet cleaning.

1.6. We will follow the client's security procedures provided to us.

1.7. Should the agreed work be prevented from being carried out at the agreed dates and times every effort will be made by you to accommodate an alternative appointment within 28 days, otherwise an invoice for the full amount agreed may be issued (depending on the circumstances of the cancellation), or else a levy of 20% of the full amount will be charged for cancellations within 48hrs of the appointment date.

1.8. All prices quoted take into account the quantity of work provided to us, time to move furniture, access, degrees of soiling.

1.9. Payment shall be made upon completion of works unless prior arrangements have been agreed in writing, payment terms will be those set out in the accepted quotation.

2. TERMS AND CONDITIONS FOR DOMESTIC CARPET AND UPHOLSTERY CLEANING:

The terms and conditions state herein do not affect your statutory rights as a consumer of services or products Proclene Limited provide you with.

2.1. Estimated times should be treated as a rough guide only and that although every effort is made to provide you with the correct timing these cannot be guaranteed by Proclene Limited.

2.2. All quotations accepted by you are to be paid in full regardless of times taken to complete the agreed work.

2.3. We ask you to provide us with accurate details, about the carpeted areas to be cleaned, this includes size of rooms, fibre type if known, overall condition of the carpets and upholstery, age, or last cleaning dates, original cost, any particular staining, as well as to specify the type of cleaning you would prefer i.e. dry or steam cleaning if you have a preference when contacting Proclene Limited.

2.4. Proclene Limited reserve the right to amend the initial quotation, should your original requirements change.

2.5. Proclene supply all cleaning materials and high powered professional equipment required for the carpet cleaning.

2.6. Furniture - When it is needed we can move furniture provided it is not too heavy for a single person to move it.

2.7. Upholstery - When cleaning upholstery we will set the cushions back into position to show you the finished results, once we have shown you we will position the cushions to allow air to circulate around them to aide in their drying. However it is your responsibility to allow time for drying out before setting them back into position.

2.8. Spots & Stains - We will treat to the very best possible advantage of removing successfully but in no circumstances do Proclene Limited guarantee 100% removal.

2.9. Odours Removal - We will treat the odour directly at it's source if we are able to locate it, with the appropriate product to aid in its neutralisation and elimination of the bacteria that is causing the odour.

Although we do our very best to eliminate the odour we do not guarantee 100% removal.

2.10. Sanitisation - All cleaning carried out by Proclene Limited is done so using Ant-Bacterial & Anti-Microbial Treatments and by following the strict instructions provided by their manufacturers.

This however will only destroy the germs, virus's, bacteria's on contact and should they be resident in any untreated areas we cannot give any guarantee of successful eradication.

2.11. Hazards - When dealing with such hazards as blood, urine, faeces, vomit regardless of whether human or animal we will make an additional charge to cover the cost of personal protective clothing, decontamination of equipment used and the disposal of contaminated wastes. You will be notified in your quotation of the this cost.

2.12. You must allow the operator access to power and water if requested to completed the agreed work.

2.13. All fragile and breakable items placed on the floor must be secured or removed from the rooms.

2.14. When cleaning rugs and carpets, It is the responsibility of clients then to allow time enough for drying out after the cleaning has been done.

2.15. No persons or animals are to be present within the areas or actively using any items the technician is cleaning to avoid additional work from either persons or animals re-soiling the areas already cleaned.

2.16. The customer must allow time for the items to fully dry before using such items without protection from re-soiling, your technician will advise you of expected drying times and provide you with foot covers to protect from any re-soiling, the foot covers are not to be worn on surfaces that we have not cleaned.

2.17. Please note we will not be held liable for work not completed, or not completed to a good standard should any person or animals interfere with the technicians work completed or actively completing, see 2.15 and 2.16 above.

2.18. Should additional cleaning of any areas or items be required due to any clause including 2.15, 2.16 or 2.17 above, then we do reserve the right to make an additional charge to which you the customer shall be notified of and will need to be agreed by you the customer before the technician can commence any additional re-cleaning.

3. PAYMENT TERMS:

3.1. Payment is requested to be made in full upon satisfactory completion of the agreed works; unless otherwise agreed by both parties in writing prior to commencement of work being carried out.

3.2. Proclene Limited accept the following payment methods:
Credit/Debit Card, Amex, we also accept Cheque, Direct Bank Transfer or Cash with prior agreement paid to the operative upon satisfactory completion of the agreed works.

3.3. Late Payments - If payment of invoices are not paid in full within 7 days of the invoice date we will send a polite reminder without additional charges.

3.3.1. Late payments - Beyond 14 Days, should payment not be received within 14 days of the invoice date, we will issue another reminder, however this will incur a £40.00 + VAT admin charge.

3.3.2. Late payments - DISCOUNTS, should a beyond 14 day reminder be issued, it is imperative that you understand that any discounts provided on the original invoice will be revoked and will also become payable.

3.3.3. If payment is not made within 60 days of invoice Proclene Limited will commence legal proceedings against you for the total amount owing plus all legal costs, there will also additional costs added to the claim to cover all reasonable costs to administer the proceedings at a rate of £55.00 per hour. If as a result we have to use a debt collecting agency or county court to secure payment, you agree to pay any debt collecting agency fees, court fees, legal costs, and interest that will be occurred at the Bank of England's base rate +(plus) 3% per annum charged from the invoice date.

4. PRICING:

6.1 Consumer Law is provisioned so that you have the Right to Cancel any contract within 14 days of your acceptance, this is known as a cooling off period. However, Proclene Limited allows for domestic customers to cancel at any time without charge, all that we would kindly ask is that should you wish to cancel after the 14 days is to please give us at least 72 hours notice as this will help us rebook your allocated times.

6.3. Late cancellations, We will accept late cancellations, however please do try to inform us at the earliest possible moment, so we are able to fill your allotted time slots.

6.4. Cancellations on the day & night before, here we need to be a little bit stricter, due to the costs involved of having professional highly skilled technicians still having to be paid and the cost of the equipment that we use still need to be paid for, will invoice you for 50% of the work value that you have booked in with us.

6.5. Cancellations MUST be in writing, either by email or text message to ensure that there is a trail, this is your proof that you have cancelled within our terms and to protect you from unfair charges, also to protect Proclene Limited from financial losses associated with last minute cancellations.

7. CUSTOMER SATISFACTION & MONEY BACK GUARANTEE

7.1. If you are not entirely satisfied with the service we have carried out, Proclene Limited will return and examine the problem area and do our very best to resolve the issue immediately or at the very latest within 48 hours of being informed. We will firstly re-attempt cleaning of the area to hopefully your satisfaction, secondly if we are unable to resolve the issue we will give your money back for the area of issue.

8. CLAIMS AND COMPLAINTS:

8.1. In case of a complaint, we ask you to notify Proclene Limited within 48 hours of completion of the work being completed. Proclene Limited will not consider any complaints that are notified after a period of 48 hours. If you are dissatisfied with the work, the operator must be allowed to return and re-attempt the job at no extra charge to you.

8.2. In case of damage we will repair the item and cover the costs. If the item cannot be repaired we will rectify the problem by way of crediting the customer with the item's present actual cash value, allowing for depreciation toward a like for like replacement, or if required through our public liability insurance.

8.3. IMPORTANT INFORMATION:

Proclene Limited cannot be held responsible for;

- Wear, sun damage or discoloring of fabric becoming more visible once dirt has been removed.
- Existing damage or spillage that cannot be cleaned/removed completely by the technician using approved cleaning materials

- Old stains that cannot be removed using normal cleaning methods especially if chemicals have been used on them prior to us.

- Triggering any alarm systems. Customers should provide instructions for deactivation/activation of any alarm systems.

- Third parties entering or present at the customer's property during the cleaning causing re-soiling of cleaned items.

8.4. All fragile and easily breakable items must be secured or removed from the rooms as a precaution.

9. INSURANCE

9.1. Proclene Limited has public and employer's liability insurance, covering up to a maximum of £10,000,000 (10 million pounds). The policy will cover accidental damage caused by our cleaning operatives.

breakage/damage must be reported within 24 hours from our service date. Any claims reported later than 24 hours after the clean will not be considered by our insurance provider or Proclene Limited.

9.2. Proclene Limited reserve the right to refuse to share any of the confidential company's documents.

10. ACKNOWLEDGEMENT AND ACCEPTANCE OF YOUR BOOKING

10.1. You will need to provide us with your e-mail address/telephone number, and we will notify you by e-mail or telephone as soon as possible to confirm receipt of your booking and e-mail you again to confirm details if required. By ordering our cleaning services by telephone, e-mail, or our website you agree to be bound by our terms and conditions set out herein. These terms and conditions shall be governed by the relevant United Kingdom law.

11. PRIVACY STATEMENT - GDPR

We DO NOT pass any data you have provided us on to any 3rd party organisations or individuals.

11.1. Proclene Limited is committed to protecting the privacy of anyone using our site and the confidentiality of any information that you provide us with. Proclene Limited does not capture and store any personal information about individuals who access this website, except where you voluntarily choose to give us your personal details via email, using an electronic form, telephone for enquiring about any of our services. In these latter cases, in compliance with the EU directive on privacy and electronic communications the personal data you provide electronically to Proclene Limited will be used exclusively for providing you with the information you have requested.

11.2. Your personal details such as your name, address, telephone number & email address will only be used to enable us to contact you directly to ensure that we can

provide you with your quotations and to enable us to carry-out any work that you require us to undertake.

11.3. Item details provided to us will only be used by us to ensure that we are able to clean the items in a safe & satisfactory manner, also to ensure that we are fully insured to clean your items.

11.4. Rights of Access to information we hold can be obtained from The Data controller & Data Processor who is Craig Haycock who can be contacted on 0800 4880117

11.5. We will retain your information for a minimum period of 6 years & a maximum period of 7 years from when your last invoice from Proclene was paid, this is in line with HMRC accounting requirements.

11.6. In all circumstances Proclene are a friendly, approachable, compassionate, understanding company who will always do their best to help its customers get the very best customer service and customer care, and will always put our customers first.

PROCLENE LIMITED