



Risk Extraction MK

Trading Terms & Conditions

PAYMENTS

Payment is required on completion of the clean by BACS payment, Credit/Debit Card or Cash.

The customer understands that any late payments may be subject to an additional charge of 5%.

LIABILITY

RISK EXTRACTION MK reserves the right not to be liable for completing tasks which are not stated on our quotation.

We are not specifically liable for:

1. Third parties entering or present at the customer's premises during the cleaning process.
2. Wear or discolouration of equipment becoming visible once dirt, grease or contaminants have been removed.
3. Failing to remove old or permanent stains that cannot be removed using our standard cleaning methods.

RISK EXTRACTION MK are not responsible for any consequences arising, outside of its obligations as stated in its Health & Safety Policy, Method Statements and Risk Assessments.

CANCELLATIONS

Customers agree to pay 50% of the quoted fee for the job, as a cancellation fee, if the customer cancels or changes the date or time less than 48 hours prior to the scheduled appointment.

Customers agree to pay 50% of the quoted fee for the job, as a cancellation fee, in the event of:

1. Locked premises, issues with the customer's keys, or no access being granted, causing our cleaners to be turned away.
2. No customer representative to let them in
3. No water or power available at customer's premises.



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COMPLAINTS/CLAIMS

RISK EXTRACTION MK require the presence of the customer or his/her representative at the beginning and at the end of the cleaning session to carry out a joint inspection. Any corrections or remedial work agreed as necessary, will be carried out the same day.

The customer accepts and understands that incidents of poor service, breakage, damage or theft must be reported within 24 hours from the service visit. Failure to do so will not entitle the customer to any refunds or repeat cleanings.

RISK EXTRACTION MK allow up to 7 working days to respond to a complaint.

Complaints are accepted verbally by telephone, or by email.

DATA PROTECTION

RISK EXTRACTION MK agrees to keep all customers' information confidential and stored securely, in line with the Data Protection Act and GDPR regulations.

Company Name:

Customer Contact Name:

Signed:

Date: