



Fylde Coast Oven Cleaning - Terms & Conditions

By booking in any of Fylde Coast Oven Cleaning services, the Client (customer, you) agrees to be bound to these Terms and Conditions. You are advised to read them before entering into an agreement and regularly afterward and agree to be bound by these terms and conditions below.

1. When booking your appointment, a price will be given by Fylde Coast Oven Cleaning, payment is required no later than the close of business on the day of your booking, following the completion of the valet. For large bookings, a deposit may be required to secure your appointment, this deposit will be deducted from the final invoice.
2. We will always try to offer customers times and dates that fit round the needs of our customers. Customers have secured their booking with Fylde Coast Oven Cleaning once this document is received, it is your responsibility to ensure that we have the most up to date contact information for you.
3. There must be a reasonable space to work with around the oven, hood & extractor. We will need access to hot water, if this is not available at the time of your appointment could you please let us know 48 hours before appointment as your appointment may need to be rescheduled.
4. Payment for all works carried out is made payable on the day upon completion of the clean/works. Payment is not normally taken before hand, upon the agreement of the Director, Joshua Holden and the customer. Payment is to be made via either cash or card.
5. A parking space is required for our company vehicle within a reasonable distance of the customers front/back/side door. Your operative can refuse to carry out any work if suitable parking is not available to carry out his/her job in a safe and timely manner. Where appropriate, it is the responsibility of customers to provide operatives with necessary parking vouchers/permits when arriving at premises to conduct work.
6. The Customer agrees that should they have any complaints or are dissatisfied with the service, they will raise any complaints/concerns directly to Joshua Holden within 24 hours of the booking. Any complaints raised after 24 hours will still be considered but due to the nature of the work, they may not be rectified.
8. We will not accept any responsibility for any pre-existing damage/scratches, discolouration or general wear and tear of the appliance we are cleaning.
9. Hob surfaces can be very susceptible to little scratches and we will not be held responsible for any scratches found underneath dirt/grease following being cleaned.
10. The Customer agrees to inspect the work immediately after its completion and to draw the operative(s) attention to any outstanding cleaning issues while they are still on site. The operative(s) will carry out any such additional work to the Customer's complete satisfaction.
11. During the service the operative will be using many tools and will require space, in the event that the customer causes an injury to themselves due to any action from Fylde Coast Oven Cleaning, this is at their own risk and we will not be held responsible.
12. Due to the nature of the works we request that all small children are kept a distance from the operative during the clean.
13. Our operatives are happy to clean with domestic pets in the property, however if your animal shows signs of aggression to our operative they may refuse to enter the property and full payment will still be required.
14. At the discretion of Fylde Coast Oven Cleaning, a deposit may be required to secure your booking, In the event that your appointment is cancelled without 48 hours notice, your deposit will be non refundable.
15. Payment should be received on the day of the cleaning but this may be delayed for up to 48 hours with prior agreement from the director, Joshua Holden. In the event that payment is not received in this time frame, the customer accepts that legal action will be taken immediately and that the customer will be responsible for the costs of Fylde Coast Oven Cleaning's legal advice.
16. In the unlikely event that you are dissatisfied with the service provided, you agree that you will notify Fylde Coast Oven Cleaning to allow them a chance to mediate before leaving any negative reviews online and on social media platforms.
17. We do cover outside of the Fylde Coast but additional costs will apply for jobs outside of the Fylde Coast, to cover additional petrol costs. This will be confirmed at the point of the booking.
18. We do take before/after pictures of your cooker/appliance. One of the reasons for this is for promotional purposes for the company. We will not use the customers name or address when using the pictures. If you have any questions or for any reason are against these pictures being used, please mention to the valeter.