

STANDARD TERMS & CONDITIONS

Smart Clean reserves the right to make changes to any part of these terms & conditions without notice. These terms & conditions are the most updated and supersede any other issued.

1. Drying Times

Water is used during the cleaning process; however carpets can be walked on straight after the process on condition that the soles of the feet or shoes are clean. This is to prevent dirt dragging onto the clean carpet. Overshoes can be provided on request. The majority of carpet types will fully dry out within 24 hours however some carpets can take longer, based on the pile type and atmospheric conditions. Permissible drying times can be up to 48 hours please allow this time frame before contacting Smart Clean. Upholstery drying times vary depending on the type of material, soilage and the atmospheric conditions. Permissible drying times can be up to 72 hours please allow this time frame before contacting Smart Clean.

2. Stain Removal

While most stains can be treated and removed, it is not possible to guarantee removal of all stains as the chemical composition of the fibres can be altered during stain impregnation. Our trained technicians use their experience to achieve the best possible results.

3. Previous Cleans

Smart Clean will not be held responsible for damage arising on carpets and fabrics due to previous cleaning, wear, or pile shading of fibres.

4. General

All fragile and breakable items must be secured or removed by the client before cleaning. Heavy items will not be moved if it is considered unsafe due to health & safety reasons. Any items that are specifically required to be moved that are deemed heavy, must be emptied first by the client before we arrive for the works to be carried out. If this has not been carried out we will clean around the furniture. If the client insists that we move furniture that has not been emptied (and if it is safe to do so) this will be done at the clients own risk. Furniture is not designed to be moved whilst full (added weight) and damage can occur, i.e. buckling, twisting, legs breaking etc. Therefore Smart Clean except no responsibility should damage occur in this instance. Furthermore, Smart Clean reserves the right not to be responsible for: cleaning job not complete due to the lack of water; third party (pets included) entering or present at the client's premises during the cleaning process, who causes re-soiling/damage; wear or discolouring of fabric/fibres becoming more visible once soil has been removed; failing to remove old/permanent stains that cannot be removed using standard carpet & upholstery cleaning processes, or odours re-activated from old spills/stain and discoloration of fibres due to old spills and stains which were not apparent before the clean.

5. Carpets, upholstery fabric & leather

Furnishings are cleaned in accordance with generally accepted industry standards, with due diligence and care, yet the appearance of such furnishings can be negatively affected because of the variables involved with the blends of fibres, soiling and environmental conditions that may exist, Smart Clean cannot be held responsible for the following: aging or deterioration, migrating marks from back of fabrics, unstable dyes, deteriorated foam cushions, restoring white fabrics, urine contamination, finish or glaze loss, frayed piping or welting, broken zips, breakdown of fabric backing, shrinkage, removal of stains, browning, fading, water marking, yellowing, pre-existing wear & tear, loose frames/legs, nicked wood trim, loose or missing buttons.

Special Note * Fibres and fabrics which become excessively soiled may not release all soil and stains without risk of damage to colours, therefore Smart Clean except no responsibility should damage occur in this instance. * Colour problems as well as stains may be hidden by excessive soil and only show up after soil is removed, therefore Smart Clean except no responsibility should damage occur in this instance

6. Draught marks / Venting marks

Draft marks/venting marks along the edges by skirting boards, stairs, under doors, around radiator pipes, furniture and furniture legs may still remain after cleaning due to their intensity, these marks are usually permanent and un-removable

7. Cellulosic browning

Smart Clean cannot be held responsible for cellulosic browning which is caused due to aged deteriorating carpets and fabrics

8. Carpets fitted over Parquet or laminate flooring

Smart Clean will not be held responsible for carpets fitted or laid over Parquet or Laminate flooring that has not been properly sealed or is damaged due to age and deterioration which may buckle and warp due to humidity whilst cleaning.

9. Edgings/Seams

All edgings and seams should be correctly fitted in normal circumstances. It is the client's responsibility therefore to ensure this is the case prior to cleaning. If any edgings or seams are not secure Smart Clean will not accept any responsibility for any loose fibres/yarns subsequently becoming caught in any machinery and being pulling out due to this existing condition, or for any movement/parting of seams due to deterioration of carpet backing/glues/adhesive tapes.

10. Odours

Smart Clean will not be held responsible for odour which is result of a previous clean or pets and existing odours or odours re-activated from old spills/stain that could not be neutralised using our standard detergents

11. Furniture indentation and crushed fibres

No guarantee can be made on removing indentations from heavy furniture and crushed carpet fibres usually along traffic areas and foot area patches in front of sofas. In addition to the pile of the carpet being crushed; the backing of the carpet may also be indented. Heat, moisture, and hand-grooming with our equipment may help, but it will take time to release back to normal, if it ever does at all. Severe cases may be permanent.

12. Shrinkage

Shrinkage can occur when fibres/fabrics made up mostly of natural fibres (except Belgian Wilton's – constructed of synthetic fibres i.e. olefin with a natural backing) are exposed to moisture from accidents, maintenance spotting or non professional cleaning attempts. Smart Clean will undertake to avoid any such shrinkage problems by identifying susceptible fabrics/fibres. However, movement/shrinkage can also occur due to poorly fitted/repared/replaced carpets/seams/edgings. Subsequently Smart Clean will not be responsible for any such movement or shrinkage, due to these existing problems

Special Note * A single row of gripper is adequate for general standard carpets however is not strong enough to hold in place a damp Wilton, or Woven carpet, for this reason Wilton and Woven carpet manufacturers require that their carpets be fitted with double grippers or triple pin grippers, Smart Clean will not be held responsible for shrinkage to Wilton's or Woven carpets that have been fitted incorrectly or not fitted to the industry standards

13. Fabric Deterioration

Fabrics exposed to heavy soil, heavy usage (children, pets etc), or strong light will eventually weaken and deteriorate. Fabrics made up of mostly natural fibres are most sensitive to these conditions.

Special Note * Deteriorated fabric or oxidized colours that are coated with heavy 'waxy' soil may disguise certain conditions and not become apparent until after cleaning, i.e. colour loss, fabric splitting or fraying and loose worn fibres. Smart Clean will not be held responsible for these conditions should it become apparent.

14. Carpet & Fabric Protectors

Any protecting agents applied by Smart Clean are done so according to the manufacturer's instructions. They are not designed to give 100% protection but simply to assist in repelling moisture for a short period of time. There is no guarantee that they will stop any liquid from penetrating fibres, All protectors will wear out and lose their effectiveness, Smart Clean will not accept any responsibility for the product in what it can do and its limitations, and if there are any complaints/issues relating directly to the product then the client must contact the manufacturer directly in writing (details available on request).

15. Insecticide treatments

Insecticide treatments applied by Smart Clean are done so according to the manufacturer's instructions. They are not designed to give permanent protection but simply to assist in repelling pests for a short period of time. There is no guarantee that they will stop future infestations, All treatments will wear out and lose their effectiveness, Smart Clean will not accept any responsibility for the product in what it can do and its limitations, and if there are any complaints/issues relating directly to the product then the client must contact the manufacturer directly in writing (details available on request).

16. Warranty

We reserve the right not to undertake a job if we have reasonable grounds to believe a person is wholly determined to abuse and invoke our money back offer, completely regardless of the end quality of the job. The warranty does not cover any pre-existing stains including tannin caused by tea or coffee, alcohol, any types of paint, any type of cosmetics, any type of dyes, inks, bleaches, plant fertilisers, corrosive liquids, drain cleaners, acne preparations, contact lens solution, pet stains, insecticides, acids, abuse, draft marks on the edge of skirting boards and doorways also unauthorised spot cleaning products (eg Vanish, 1001), everyday use or natural disasters, request for a money back refund must be made in writing.

17. Right to Refuse Service

In order to maintain a high standard of service and provide a safe work environment for our employees Smart Clean reserves the right to refuse or discontinue service to any customer, client or otherwise. Service may be denied to any individual or company thereof who acts inappropriately by disrupting the normal provision of services, or if a client's behaviour or environment threatens the safety (emotionally, mentally, professionally, spiritually etc.) of employees

18. Claims

Any claims must be based upon the current value of the article concerned at the time of the work taking place taking into account wear and tear. In case of a complaint, Smart Clean requires to be notified within 5 days after completion of the cleaning work. No claims will be acceptable after this time. If the Client is dissatisfied with the work, A cleaner must be allowed to return and re-do the job at no extra charge. The insurance policy will cover any accidental damages caused by an operative working on behalf of Smart Clean. The client accepts and understands that poor service, breakage/damage or theft must be reported within 5 days from our service date. Failure to do so will entitle the client to no claim. Smart Clean shall not be liable under any circumstance for special, indirect or circumstantial damages, including loss of profit.