

# Cleansweep Vac Services

## Terms & Conditions

Please read this document carefully. If you do not agree to these Terms and Conditions then please do not book an appointment with us.

### INTRODUCTION

Cleansweep Vac Services is a company specialising in chimney cleaning and repairs (internal and external). We are also experienced in the cleaning of wood burning appliances, flue cleaning, woodburning and multifuel stoves and open fire best practice and operation. We are HETAS registered with over 30 years in the trade.

### T'S & C'S

- We will sweep the flue or chimney at your request and cannot be held accountable for any health issues caused by your open fire or woodburning stove working incorrectly due to user error, **lack of maintenance** or blocked flue issues.
- To ensure that your chimney or flue is cleaned regularly and thus safe to use we will **contact you to arrange a sweep**, one year later. We prefer to contact you by email but may use text (SMS) messaging if we do not hold your email details.
- Any request for roof work required or flexible liner / wood burner installation will be quoted for by our sister company GTD Installations Ltd ( [www.logburnerinstallation.uk](http://www.logburnerinstallation.uk))

### CUSTOMER RESPONSIBILITIES

- It is the customers responsibility to make sure that property is safe for our workers; dogs should be kept in separate rooms; cables should not be trailing; gas supply should be made safe ; chimney pots and stacks should be regularly maintained and thus safe to be swept. We cannot be held responsible for damage caused by loose chimney pots or cowls.
- If you think your **pot or cowling** may be loose you must inform us before work starts.
- If you have a **cowling** that is not secured to your chimney and/ or is a push-fit style, you must inform us before work starts. Push-fit cowlings that are not secured externally to the chimney may become dislodged while sweeping.
- **Gas fires** with no access to the chimney/ sealed units will require you to have a Gas Safe engineer visit both before and after our visit. We are **not Gas Safe** and can only sweep gas flues if they are easily accessible.
- It is your responsibility to make sure that your fire is correctly installed. If an appliance is **incorrectly installed** as per current building regulations and thus cannot be swept; we will charge a fee for inspection of the appliance and our findings will be documented upon the certification. A quote for the remedial work may also be issued.
- If you use our **online booking system** you must wait for a confirmation email from a member of staff before the appointment is booked. We cannot be held responsible if this email does not reach you, or if incorrect data is entered into the booking page, or if you do not check your junk or spam folders , if you incorrectly read the time on the booking.

### EXTRA CHARGES

- We aim to provide a **clear estimate** of the works needed after one free site survey from ground level. Further site surveys will be chargeable.
- Work that cannot be completed due to **unforeseen issues** will be discussed with the customer before proceeding.
- Customers that are not present to give us access at the time of their appointment will be charged a **call out fee**.



Tel : 01462 671555

Web : [www.chimneysweep.info](http://www.chimneysweep.info)

Email : [office@chimneysweep.info](mailto:office@chimneysweep.info)

Book a sweep online : [www.chimneysweep.info/diary](http://www.chimneysweep.info/diary)



- We will clean all flues required to industry standard and **provide a certificate** by email. We will provide a HETAS certificate if asked for whilst booking, there is an extra fee for this. A HETAS certificate cannot be provided in retrospect as further checks need to be made at the time of sweeping. Certificates will be sent by email. A fee will be charged for paper copies.

## **PAYMENT AND DISCOUNTS**

- We expect **payment upon completion** of the work, or in the case of customers paying by card, on the day of receipt of the invoice. Late payments may be charged 8% of the total outstanding extra per day and outstanding invoices older than 30 days will be sent to PromptPayer.org which is a collection agency.
- **Discounts** are available for multiple sweeps at the same house or postcode. These sweeps must be arranged by email before the day of service and a price agreed.
- **Online discounts** are applied per customer entering their data online. A customer may enter another persons date, with their permission, to receive a second discount but more than one discount cannot be applied if the second customers details are entered as notes rather than a booking. If the second customers email address is not given then the invoice / receipt / certificate will be sent to the person booking.

## **BOOKING AN APPOINTMENT**

Our website provides the facility to book an appointment for chimney sweeping services online. The booking service is provided by an external company via their website. Cleansweep Vac Services is entirely separate from this company. Their Terms and Conditions and their Privacy and Data Protection Policy can be downloaded from their website please see our Privacy Policy for details.

You do not need to register in order to book an appointment. However you will need to provide us with some personal details, such as name, address, contact number and email address. These details will be stored on the external website and also our online calendar. You can also book via email or telephone.

Customers that do register for our online portal, will have access to all invoices and certification since 2021 when the portal was set up. Earlier records may be requested for a small admin fee.

Our privacy policy can be downloaded from our website [www.chimneysweep.info](http://www.chimneysweep.info)

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