Terms & Conditions – Residential Clients

Effective 24 November 2026 for new agreements

Thank you for choosing Reflection Window Cleaners. These terms are here to keep things clear and straightforward, so we both know what to expect. (Commercial clients will have separate terms agreed individually.)

1.0 – First Clean

Where possible, it's great if you're at home for your first clean so we can introduce ourselves, confirm the cost, and check any areas you'd like extra attention. If you won't be home, we can still carry out the agreed work if we have access and the quote details are accurate.

Because we use pure water cleaning, the first clean may occasionally leave the odd streak as any dirt works its way down the glass. This usually settles after the second clean, and we'll always aim to give you the best possible finish from day one.

1.1 – What to Expect

Our pure water system is excellent for general dirt, and as standard we clean windows, frames, and sills every visit. Some things do need more specialist treatment, such as plaster, paint, adhesives, staining, rust marks or UV fading. If you know your windows might have these, please contact us in advance so we can advise on options.

1.2 – Cleaning Schedule

Your cleaning frequency is the one agreed in your quote. Available schedules depend on your area, property and service. Very occasionally, cleans may be carried out up to a week later than planned (for example, due to bad weather or busy periods).

1.3 – Weather

We'd love to clean in the sunshine every time, but in this part of the world the weather doesn't always allow it! The good news is that with the modern pure water method, your windows will come up just as clean even in wet weather.

If you feel the finish isn't up to standard because of rain, just let us know within 24 hours and we'll happily return free of charge.

1.4 – Skipping or Cancelling a Visit

If you need to skip a visit, please let us know in advance. Skipping too often may mean we can't keep your slot. Because our rounds are carefully planned, we may be unable to move your clean to another day or week on request.

If we arrive and are unable to clean because access has not been arranged or the visit is cancelled at the door, we may charge a reasonable amount for the loss we actually incur, taking account of any costs saved or work we can reasonably arrange instead. No missed-visit charge applies where the visit is cancelled under section 1.10.

1.5 – Access

We'll always send you a reminder the day before. If you won't be home, please make sure gates are unlocked or access is otherwise arranged. For inside cleans, please let us know how we can safely gain access (e.g. key code or key in a safe place). If we can't get access on the day, the clean may still be chargeable.

1.6 – Cancelling Our Services

You can cancel by emailing info@reflectionwindowcleaners.com or sending us a message on 07502 225268. One-off cleans are available at a separately agreed price. Regular cleans are priced on the basis of an ongoing service. If the service ends, we'll reconcile completed cleans and payments under section 1.11. Your statutory cancellation rights are unaffected.

1.7 – Complaints

If there's a problem, please contact us as soon as you can, ideally within 24 hours of the clean. We'll aim to return that week and re-clean the affected areas free of charge where appropriate. Your statutory rights, including any right to a price reduction or refund, are unaffected.

1.8 – Privacy

We handle your details in line with our Privacy Policy and applicable data protection law. We use payment providers to process payments when you choose a payment method they support.

1.9 – Payments

Your agreed payment method and amount will be confirmed at signup. With GoCardless Direct Debit, payments are normally collected 5–7 days after each clean once your mandate is set up. If we offer and you agree to pay by Stripe monthly card payment, we'll confirm the monthly amount and billing date before setup. Monthly payments are spread across the year and the amount paid may differ from the value of cleans completed at any given point. Section 1.11 explains how we reconcile any difference.

1.10 – If the Quote Details Are Inaccurate

If the details used for your quote are materially inaccurate, we'll explain what differs and how it affects the service or price. We'll ask you to agree any revised price or scope in writing before it applies. If we can't agree, either of us can end the service for future visits without a cancellation fee under this clause.

1.11 – Payment Credits and Outstanding Balances

If the price changes or the service ends, we'll send you a statement showing the cleans completed at the prices agreed for those visits and the payments received. If you've overpaid, we'll refund the difference or, if the service continues and you agree, credit it towards your next bill. If there's a balance for completed cleans, we'll explain the amount and how to pay. Your statutory rights are unaffected.