

Terms & Conditions – Residential Clients

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're not around, no worries — we'll still carry out the work.

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

We offer a choice of 4, 6, or 8 weekly cleaning cycles, depending on what works best in your area and for your property. 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

We'll always do our best to keep reliable for you, and we ask for the same in return. 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 will likely not be able to move your clean to another day or week on request. If we arrive and can't carry out the clean (for example if access isn't available or the job is cancelled at the door), we may still need to charge the full price, as the time spent travelling and preparing for the job is often equal to the value of the clean itself.

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 at any time by emailing info@reflectionwindowcleaners.com or sending us a message on 07502 225268.

One-off cleans are available, though they are charged at a premium (often around double the regular price).

If you sign up for regular cleans, we ask that you commit to at least 3 cleans. If you cancel before that, we reserve the right to charge for the remaining balance of those 3 visits.

1.7 – Complaints

We want you to be completely happy. If there's ever a problem, please contact us within 24 hours of the clean, and we'll come back to re-clean free of charge that week. We don't offer refunds, but we'll always put things right if you let us know quickly.

1.8 – Privacy

Your details are kept securely and never shared, in line with data protection laws.

1.9 – Payments

Payments are taken via our secure direct debit system, GoCardless. Once set up, payments are collected automatically 5–7 days after each clean, making things easy and hassle-free.