



MONTHLY OFFER TERMS & CONDITIONS

2 FOR £80 Carpets offer

1. Customer is eligible for a special offer of two (2) carpets cleaned in their home for £80.00 (full price £90.00)
2. Transparent Cleaning Solutions will require a non refundable deposit of £20 to confirm booking.
3. If Customer cancels the cleaning service within 48 hours of confirmed booking day the remaining £60.00 invoice amount will become immediately due.
4. Customer may cancel the clean outside of the 48 hours for any reason but accepts they will lose the £20.00 booking deposit.
5. The customer agrees at the time of booking that images and video footage will be taken of the carpets before and after the clean for marketing, quality control and training purposes These images will NOT contain any signifying details of the home and/or homeowner where possible. All videos and images taken by Transparent Cleaning Solutions will remain the property of Transparent Cleaning Solutions. If the customer does not wish for any images/video footage of work being carried out MUST inform Transparent Cleaning Solutions at time of booking but also agrees they give up any rights to complain or use our Satisfaction Guarantee as no proof of work before and after the clean will be possessed by Transparent Cleaning Solutions.
6. If Customer encounters any issues with the quality of the cleaning service within the first 24 hours the customer must allow TCS to re-perform the clean if necessary. Any issues must be reported to TCS within 24 hours of the initial clean being performed, accompanied by photographic evidence. Any complaints made over 24 hours after the clean has been performed will not be covered under the Satisfaction Guarantee.
7. Only complaints regarding substandard cleaning as per the original service, agreed upon before services were rendered, will be considered valid. Any damage/staining after the clean has been performed will be disregarded.
8. If Customer wishes to take advantage of this offer, they agree to pay the £20.00 booking fee at time of booking and the remaining £60.00 balance on the day of the clean upon completion by cash, card or bank transfer.
9. This offer cannot be used in conjunction with any other offers/discount/promotions or vouchers.