



## Terms and Conditions For your Carpet Cleaning Plan

### Important Information Please note:

HSC refers to Homecare Service Centre Limited and/or Homecare Service Centre (EM) Ltd For details of our Privacy Statement and how we handle your data please see our website at

[www.homcareservicecentre.com](http://www.homcareservicecentre.com)

### Section 1 – What is included

**Advice and Support.** If you require support and advice for any reason, please call our support on 0330 055 2123.

### Services

For the lifetime of your Carpet Cleaning Plan, you are entitled to have your carpet clean any time between the 10<sup>th</sup> and 12<sup>th</sup> month from the commencement date of your care plan subject to all monthly payments being up to date. We will complete a clean of one or more carpets/upholstery as covered in your specific plan, once a year.

Please call us on 0330 055 2123 to arrange your carpet clean, we will send a text or email on or around the anniversary of your care plan to remind you, you will **NOT** receive an annual phone call to book your clean.

### Section 2 - What is not included.

- Damage or pre-existing stains to any area. (Pre-inspection Waiver and Disclaimer will be required to be signed before the engineer commences with any work. Photographs of before and after your clean will be taken by the engineer).
- Scotch Guard is not included, a quotation can be requested upon booking.
- Damage due to flood, wind, or other severe weather conditions.
- Any cleans if the Plan has been suspended due to non-payment.
- Loss of earnings whilst waiting for an engineer to attend.

### Section 3 - Important Information

- **"Us, We, our"**, means Homecare Service Centre Limited, or Homecare Service Centre (EM) Ltd whose registered office address are listed below:
- **"You, Your"** means the person who has entered into the Cleaning Plan as defined in this document.
- **This Cleaning Plan** is an agreement between "You" and HSC.

0330 055 2123

#### Head Office

[info@homecaresc.co.uk](mailto:info@homecaresc.co.uk)

189 Longmoor Lane  
Liverpool, L9 0ED

[www.homecareservicecentre.com](http://www.homecareservicecentre.com)

#### Lincoln Office

[info@homecaresc-em.co.uk](mailto:info@homecaresc-em.co.uk)

55 Burton Road  
Lincoln, LN1 3JY



If HSC ceases trading there is no dedicated financial backing.

- We will not be responsible for any failure to carry out our obligations under this Cleaning Plan if it is caused by any circumstances outside our reasonable control.
- You must do all you reasonably can to keep the costs of providing the clean as low as possible and allow us into your home at all reasonable times to attend a booking.
- Your Cleaning Plan does not affect your legal rights. Further information about your legal rights can be obtained from your local Trading Standards Department or Citizens Advice Bureau.
- All aspects of the Cleaning Plan are subject to English Law.

#### **Section 4 - Updating your details / Transferring the Plan to a different service that we provide.**

If you need to amend any of your details, such as your name or address please contact Customer Services so that we can update our records, contact details are listed at the footer of this letter.

To ensure you get the best service possible, it is important that your details remain up to date. It is your responsibility to keep us updated with your current address and contact details.

If you wish to transfer your existing care plan to another service, we provide a member of HSC will be happy to oblige.

You cannot swap your carpet cleaning care plan to another property unless agreed with HSC.

#### **Section 5 - Data Protection**

We ask for your name and address so that we can give you efficient after sales service. We do not pass your details to any other companies. We may contact you with offers of goods and services. If you do not want to be contacted in this way, please write to Customer Services at the above address. Our Privacy Statement detailing how we handle your data can be found at [www.homecareservicecentre.com](http://www.homecareservicecentre.com)

#### **Section 6 - Complaints Procedure**

HSC is the Cleaning Plan administrator and aims to provide the service in accordance with the terms and conditions. In the event of a complaint, please contact Customer Service on 0330 055 2123 or email/write to the addresses provided at the footer of this letter.

0330 055 2123

##### **Head Office**

[info@homecaresc.co.uk](mailto:info@homecaresc.co.uk)

189 Longmoor Lane  
Liverpool, L9 0ED

[www.homecareservicecentre.com](http://www.homecareservicecentre.com)

##### **Lincoln Office**

[info@homecaresc-em.co.uk](mailto:info@homecaresc-em.co.uk)

55 Burton Road  
Lincoln, LN1 3JY



## Summary of Carpet Care Plan

The carpet care plan is a product designed to meet the demands and needs of customers who wish to have their carpets professionally cleaned. This is not a statement of the full Terms and Conditions but a summary of the main features, benefits, exclusions, and limitations which have been set out below. A full description of the carpet care plan can be found in your Terms and Conditions and should be read in conjunction with your annual statement.

### What's covered.

Cleaning of your chosen carpet area(s) and any extras covered under this agreement.

For the lifetime of your carpet care plan, you are entitled to at least one full clean a year on your chosen area(s) and additional extras, this includes: -

- Full deep dry vacuum of the chosen area(s)
- Pre-treatment of the chosen area(s)
- Stain removal of the chosen area(s)

Carpet Protection Scotch Guard **(If required quotation will be required)**

PLEASE NOTE: PLEASE CALL 0330 055 2123 WHEN YOU WISH TO BOOK IN YOUR CARPET CLEAN. THIS CAN BE AT ANY TIME TO SUIT YOU – PLEASE REFER TO SECTION 1 OF YOUR TERMS & CONDITIONS.

### What's not covered.

- Wear and tear of the carpet area(s).
- Pre-existing damage to the carpet area(s).
- Stains that we deem are untreatable due to age.
- Marks on the carpet area(s) that have been there for a long time.
- Any damage to the carpet area(s) (e.g., burn marks, scratches).
- Scotch Guard quotations available on your booking request.
- Loss of earnings whilst awaiting an engineer to attend.

0330 055 2123

#### Head Office

[info@homecaresc.co.uk](mailto:info@homecaresc.co.uk)

189 Longmoor Lane  
Liverpool, L9 0ED

[www.homecareservicecentre.com](http://www.homecareservicecentre.com)

#### Lincoln Office

[info@homecaresc-em.co.uk](mailto:info@homecaresc-em.co.uk)

55 Burton Road  
Lincoln, LN1 3JY



## **Making a complaint**

If you have a complaint about any part of our service or your products, please call us on 0330 055 2123 or you can write/email to the addresses provided at the footer of this letter.

## **Cancelling your care plan**

You can cancel your care plan by calling 0330 055 2123. A refund will be issued if you cancel within 30 days of commencement date. After 30 days any monies paid are not refundable.

## **Paying by Direct Debit**

Your cover will continue until you tell us to stop. You can cancel your cover at any time, but after the initial 30-day period, no refunds will be given of any monies paid. We will use the Consumer Price Index (CPI) from the previous 12-month period to calculate the annual increase in the price of your cover with us. Over the last 10 years the CPI has been between 2.1% and 2.5%. A customer paying £10 per month at a rate of 2.5% would represent an increase of 25p, taking your monthly payment from £10 to £10.25. This will automatically be applied to your payments on the anniversary of you taking out the cover with us.

**0330 055 2123**

### **Head Office**

**[info@homecaresc.co.uk](mailto:info@homecaresc.co.uk)**

189 Longmoor Lane  
Liverpool, L9 0ED

**[www.homecareservicecentre.com](http://www.homecareservicecentre.com)**

### **Lincoln Office**

**[info@homecaresc-em.co.uk](mailto:info@homecaresc-em.co.uk)**

55 Burton Road  
Lincoln, LN1 3JY