



## Terms and Conditions For your Carpet Clean Booking

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

### Section 1 - Estimate

Any estimate provided by HSC before the provision of the service is indicative only and subject to revision if the item is not as described. The estimate, or revised estimate, will be an offer to carry out the service(s)/clean at the cost stated. The Customer's agreement to proceed with the service(s)/clean constitutes acceptance of that offer and forms a binding legal contract incorporating these terms of business.

### Section 2 - Pricing

The minimum call-out charge for upholstery and carpet cleaning is £80.00 over the phone, we calculate prices by using average-sized rooms and this price may change when the attending engineer arrives, please see **Section 1** for more information. A deposit will be taken to secure your booking, if the appointment is cancelled within 24 hours of the appointment date the deposit is nonrefundable.

### Section 3 - Payment

We accept payments via Debit/Credit Card. Payment is due upon completion of the initial clean. An invoice will be provided to yourself for any works carried out, via email as we are a paperless organisation.

### Section 4 – Items of furniture that require moving.

Our technicians are happy to help you move any **lightweight** furniture only. Please remove and store away all highly breakable and fragile items. Certain items are excluded from liability. These include antiques, artwork, items of sentimental value, jewellery and cash.

### Section 5 – Claims for damage, stains, spillages and wear and tear.

The customer agrees that due to the nature of the provided service the company guarantees only to correct any problems reported within 24 hours of the completed clean if caused by the



engineer. The company may require entry to the location of the claim within 24 hours to assess the problem, also assess any before any after photographs the engineer took at the time of the clean. If you do not allow HSC into the property to attempt to correct the issue, no claims will be valid. If the customer or any attending third-party is not present at the time of the completion of the provided service, then no claims regarding any cleaning issues can be made. HSC is not responsible for damages caused by our employees or contractors. Whilst the company operatives make every effort not to break items, accidents do happen. For this specific reason, the Company requests all irreplaceable items (whether monetarily or sentimental value) to be stored away. The company shall not be responsible for damage caused due to faulty and/or improper installation of any item. All cleans shall be deemed to have been carried out to the customers' satisfaction unless notice is received by the Company with details of the complaint within 24 hours of the work being completed.

**0330 055 2123**

**Head Office**

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