



Blitz oven cleaning Terms and Conditions

Please read our terms and conditions carefully these will apply to all of our oven cleaning services which we provide. It is the policy of Blitz Oven Cleaning to enforce its Terms of Agreement in the event of any dispute.

Our Terms and Conditions represent a contract between Blitz Oven Cleaning and you the customer/company and will come into force once an agreed booking has been made on specific work to be undertaken.

The customer is the person whose details we take at the time of the quote/booking either via our website, Facebook, email or telephone booking.

You agree that any services that Blitz Oven cleaning provide shall constitute your acceptance of our Terms of Agreement.

Blitz Oven Cleaning reserve the right to change any condition or wording of these Terms and Conditions.

Service:

All Oven Technicians under-go training prior to commencing any work to a standard Blitz Oven Cleaning are happy with.

Blitz oven Cleaning will endeavour to provide you with Professional oven cleaning on the time and date you have requested. If we are Unable to attend on the time and date, you have requested we will contact you by telephone/email and will endeavour to re-arrange the booking at a mutually convenient time/date. If, however we cannot come to a mutual agreement we will not charge you.

If we arrive at your property within the agreed time slot of your booking and are unable to gain access, we will wait the maximum of 10 minutes. We will try to contact you on the telephone number provided but if we are still unable to gain access to the property we reserve the right to charge 100% of the agreed cost.

A regular clean can be between 2-3 hours depending on the type of oven you have booked in to be cleaned and while we endeavour to bring your oven up to looking nearly new again if an oven has not been cleaned for a long time we cannot guarantee that we can get the oven to our high standards within this time slot and would always advise a regular 6month follow up clean. Parts going into the dip tank to be cleaned will be in the tank for the duration of the oven clean and while we endeavour to get these parts to a high standard if they are from an oven that has never been cleaned and there is a big build up we cannot always guarantee they will not have some marks still on them and again we would suggest that you book a regular 6month follow up clean.

Blitz Technicians do not clean elements or thermostats. We therefore will not undertake any responsibility if they are not functioning after cleaning your oven.

All used ovens can break down at any time and as we do not as professionals clean any electrical parts of the oven we therefore do not accept any responsibility for any Electrical faults.

Blitz Oven Technicians do not clean rubber seals this is due to they can be broken easily and we do not take responsibility for replacing them if they were to break.

If Blitz do have to call out an independent electrical engineer Blitz will only pay for this call out charge if Blitz are found to be at fault, if we are found not be at fault it is down to the customer to pay this charge.

Markings, knobs on the panel may come off while cleaning therefore it is the Customers responsibility whether the Oven technicians should carry out cleaning, the panel or not.

Blitz Oven Technicians are not permitted to move ovens out as this may cause damage to floors or personal injury to our staff. If you the customer would like the sides of your oven cleaned this is up to the customer to move the oven prior to Blitz Technicians arrival time and this will be an extra cost. It is also the Customers responsibility to make sure that our technicians have a full tidy, clear access to your oven.

Before and after photographs will be taken of all work undertaken for quality assurance purposes. At times we may like to use these photos for advertising purposes and in these cases we will always ask permission from our customers first, to use such photography in line with our data protection policies no customer information will be used or shared.

Complaints

Any complaints after cleaning should be notified to us by phone or email within 12 hours and we ask our customers to take photos of any work that is going to be disputed and sent via email to info@blitzblitzblitz.co.uk

All customers need to be present when the work is carried out by our Oven technicians or no complaint will be accepted. We do not give refunds but will rectify if we feel it is justified.

Cancellations/payment

If you wish to cancel your booking with Blitz Oven Cleaning you must give us at least 48hrs notice prior to the agreed date and time booked for your oven clean or you will lose your booking fee, such cancellations will only be accepted by email, phone or our Facebook booking system.

Cancellations will not be taken via Email or Facebook after 3pm if you need to cancel after this time we ask clients to ring.

No cancellations will be accepted in November or December and all bookings must be paid for in full as you can appreciate this is a very busy time of year.

If payments are not made on time we reserve the right to charge a small admin fee.

We will send a reminder for payments owed and if after so many attempts of non- payment we reserve the right to take this to our debt collector agency to recover costs which could incur an extra cost to you the customer.

If you fail to re-arrange the booking and subsequently cancel the booking, we will charge you the booking fee. If you need to make changes to your oven cleaning booking this must be done by phone and Email.

Parking

Free parking from 3 to 4 hours is very essential. If parking facilities cannot be provided for our vans, we will not be able to provide you with our oven cleaning service.

If you need to pay and display the customer will need to pay for the parking as a part of our service.

If pay and display is limited to only two hours, please discuss this with our bookings manager at the time of booking so we can discuss either the earlier time slot or the last time slot which is 1.30-3.30 arrival time.

Website General Terms

We retain all the rights to all material used that appears on our website, including text and images. Such materials can be downloaded but only used for your own personal use.

We endeavour to make every effort to keep all information and material on our website up to date and accurate but information can change so we cannot guarantee that all information is always fully complete.

Personal data to our customers will only be used in accordance to the current data protection legislation. We will not pass on your personal information to any other company without your prior written consent.

We may from time to time use information that does not personally identify you for marketing purposes or for evaluation purposes to improve the services we offer for example collecting data of how many visitors visit our page, what time of day and for how long they are looking at our web page. This data is usually collected through traffic data and may entail the use of cookies or ip addresses.

Customer Signature:-

Date:-