Terms and Conditions for Great Results Pressure Washing Services Ltd

Last updated: (30/9/26]

These Terms and Conditions govern the provision of services by Great Results Pressure Washing Services Ltd ("we", "us", "our") to you ("the customer", "you"). By booking our services, requesting a quote, or using our website www.greatresultspws.co.uk, you agree to be bound by these Terms and Conditions.

1. Services

1.1 We provide exterior cleaning services, including but not limited to pressure washing, soft washing, driveway cleaning, patio cleaning, fence cleaning, wall cleaning and decking cleaning.

1.2 All services are subject to availability and may be adjusted depending on site conditions, weather, access, and safety considerations.

1.3 We reserve the right to refuse or stop work if conditions are unsafe or unsuitable.

2. Quotations and Pricing

2.1 All quotations are provided based on the information available at the time and are valid for a reasonable period unless stated otherwise.

2.2 Prices may change if:

- The scope of work changes
- Access is restricted
- Additional time, equipment, or materials are required

2.3 Any additional work will be discussed and agreed with you before proceeding.

3. Bookings and Cancellations

3.1 Bookings can be made via phone, email, or our website.

3.2 We require at least 24 hours' notice for cancellations or rescheduling.

3.3 We reserve the right to charge a cancellation fee for late cancellations or missed appointments.

3.4 We may reschedule appointments due to weather conditions, equipment failure, or other circumstances beyond our control.

4. Payment Terms

4.1 Payment is due upon completion of the work unless otherwise agreed in writing.

4.2 Accepted payment methods will be confirmed at the time of booking.

4.3 Late payments may result in additional charges or refusal of future services.

5. Customer Responsibilities

5.1 You are responsible for:

- Providing safe and reasonable access to the property
- Ensuring water and electricity (if required) are available
- Removing fragile or valuable items from the work area

5.2 We are not responsible for damage caused by pre-existing conditions, including but not limited to:

- Cracked paving or concrete
- Loose pointing or render
- Damaged roof tiles
- Worn sealants or surfaces

6. Damage and Liability

6.1 We take reasonable care when carrying out our services.

6.2 We will not be liable for damage resulting from:

- Pre-existing defects
- Normal wear and tear
- Improper installation of surfaces
- Hidden structural issues

6.3 Any concerns must be reported to us within 48 hours of service completion.

6.4 Our liability is limited to the cost of the service provided, to the maximum extent permitted by law.

7. Results Disclaimer

7.1 While we aim to achieve the best possible results, we cannot guarantee complete removal of all stains, marks, or organic growth.

7.2 Results may vary depending on surface condition, age, and material.

8. Health and Safety

8.1 We comply with relevant health and safety regulations.

8.2 Children and pets must be kept away from the work area while services are being carried out.

9. Use of Photographs

9.1 We may take before-and-after photographs of work carried out.

9.2 These images may be used for marketing or promotional purposes unless you request otherwise in writing.

10. Complaints

10.1 If you are not satisfied with our service, please contact us as soon as possible so we can attempt to resolve the issue.

10.2 Complaints should be made within a reasonable timeframe after completion of the service.

11. Website Use

11.1 Content on this website is for general information only and may change without notice.

11.2 You must not misuse the website or attempt to gain unauthorised access.

12. Privacy and Cookies

12.1 Our use of personal data is governed by our Privacy Policy and Cookie Policy, available on our website.

13. Governing Law

13.1 These Terms and Conditions are governed by and interpreted in accordance with the laws of England and Wales.

13.2 Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Contact Information

If you have any questions about these Terms and Conditions, please contact us:

Great Results Pressure Washing Services Ltd
Email: greatresultspws@gmail.com
Phone: 01626 315153
Company Number: 17470781