

1. PAYMENTS: Payments are due in full the day the generation is completed. You will receive your work up to 24hrs after payment is received. We accept All Major Credit Cards (Charges may apply), BACS & Cash payments.

2. CANCELLATIONS: Vision Canvassing shall not replace any job that has cancelled due to the quality of the clean or the lateness of the cleaner. Vision Canvassing will investigate the cancellation before agreeing to replace the clean. Vision Canvassing will require all information of potential cancellations on the cancellation form provided; any jobs with part information will not be replaced. We will not accept any deductions of money owed to us and we agree to replace the work, we cannot always guarantee to refund the work. We will over generate the original order to cover any immediate cancels. We will call the new customers within 24 hours of signing up; if they do not answer we will text. If you specify a type of job that you do not want, and you receive a job in that category we will replace it.

3. GUARANTEE: We offer a 3 clean guarantee. This means we guarantee you will get at least 3 cleans out of every job provided to you. For example: if one job cancels that is worth £10 and you have completed no cleans, we will replace that job with a £10 job. If for example one clean is done, we will replace part of the job considering charge of the job. All new customers provided will require a text message the evening before cleaning for a minimum of 3 cleans, whilst under the guarantee.

4. CANVASSED AREAS: Vision Canvassing will canvass areas you require. If we cannot find the work in those areas we will find the closest alternative area. This may mean going up to 5 miles away. We will call you and discuss the options if required.

6. DEPOSITS & PRE-GENERATION: Vision Canvassing will ask for a 10% (15% deposit on orders under £1,000) deposit for holding generation slots. We will provide a full invoice for this and any deposits paid are non-refundable if the order is later cancelled. Once a deposit in paid, you will be made aware of the slot you have been given, we aim to get all canvassing done within 2 months of the deposit being paid.

7. SIGN

DATE

COMPANY NAME

ADDRESS

Please return by post to: Vision Canvassing, address tbc

Or via email to enquiries@visioncanvassing.co.uk

For any queries or for information, please call us on 07933 990 805