



Shimmer

Window and external maintenance cleaning
Trust. Care. Reliability.

TERMS OF SERVICE Effective 10 September 2026 For domestic window & exterior cleaning services

Fair, straightforward terms. These terms explain what you can expect from Shimmer and what we need from you to provide a safe, reliable service. They do not affect your statutory consumer rights.

1. Our service

Shimmer will carry out the services agreed in your quotation, booking or regular cleaning schedule with reasonable care and skill. The agreed price covers the stated scope of work. Any additional work will be discussed and agreed before it is carried out. Cleaning improves the condition of a surface but cannot guarantee removal of permanent staining, oxidation, scratching, mineral damage, failed seals, fading, weathering or other defects that are part of, or damage to, the material itself.

2. Access & preparing the property

Please provide safe and reasonable access to the areas being cleaned, keep windows and doors closed, unlock agreed gates where necessary, and secure pets. Please tell us about fragile items, known defects, loose fittings, damaged seals, unstable surfaces, hidden hazards or anything else that could affect safe cleaning. We may decline or postpone any part of the work where access or conditions are unsafe. If only part of a regular clean can reasonably be completed because access is unavailable, we will charge fairly for the work actually carried out.

3. Weather & rescheduling

Window and exterior cleaning can often be completed safely in light or moderate rain. We may postpone, shorten or rearrange work where weather, freezing conditions, high winds, lightning, unsafe surfaces, equipment failure or other circumstances make the job unsafe or impractical. If Shimmer has to reschedule, there is no cancellation charge and we will offer a reasonable alternative date.

4. Regular cleaning

Regular window cleaning is provided on an ongoing basis rather than for a fixed minimum term unless we specifically agree otherwise. Cleaning frequencies are approximate and may move slightly because of weather, public holidays, access or operational circumstances. You may end regular cleaning by telling us before your next scheduled visit. We may also end regular service on reasonable notice, or sooner where there is persistent non-payment, abusive behaviour, repeated lack of access, or a genuine safety concern.

5. One-off bookings & cancellation

Please give as much notice as possible if you need to change or cancel a one-off exterior cleaning booking. We will not impose a disproportionate cancellation penalty. If a late cancellation causes Shimmer a genuine, unavoidable loss - for example, materials specially purchased or a substantial booked slot that cannot reasonably be refilled - we may ask for a reasonable contribution limited to that actual loss. Where consumer law gives you a statutory cooling-off right for a distance or off-premises contract, that right applies regardless of these terms. If you expressly ask us to begin a service during a statutory cancellation period, the legal rules governing work started or completed during that period will apply.

6. Prices & quotations

Prices are agreed before work begins wherever reasonably possible. Quotations are based on the information and access available when quoted and are normally valid for 30 days unless stated otherwise. We will not increase an agreed price simply because a job takes longer than expected. If previously hidden conditions materially change the agreed scope, we will explain the issue and obtain your agreement before carrying out chargeable additional work.

7. Payment terms

Unless we agree otherwise in writing, payment is due within 7 days of service completion. We accept card, cash, bank transfer or payment link. If payment becomes overdue, we may send reasonable reminders and may pause future services until the outstanding balance is cleared. We will always try to resolve genuine payment problems reasonably before taking further action. Any costs or interest pursued for unpaid sums will only be those that are lawfully recoverable.

8. 7-day satisfaction guarantee

We want you to be happy with the work. If you believe an area included in the agreed clean has been missed or has not been cleaned to a reasonable standard, please notify Shimmer within 7 days of service completion and give us a reasonable opportunity to inspect it. Where the issue relates to our cleaning, we will return and address it free of charge. This guarantee covers the agreed cleaning service; it does not cover new soiling after completion, pre-existing damage, permanent staining, oxidation, failed seals, weathering or defects that cleaning cannot reasonably correct. The guarantee is additional to, and does not limit, your statutory rights.

9. Existing damage & delicate surfaces

Shimmer takes reasonable care around your property. We are not responsible for pre-existing damage, deterioration or defects that were not caused by our work. Some faults only become apparent during cleaning - for example loose vents, brittle plastics, failed seals, unstable render or poorly secured fittings. If we notice a concern, we will stop or adapt the work where reasonably necessary and let you know. Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability arising from our negligence.

10. Water, equipment & cleaning products

We may use purified water, water-fed poles, vacuum equipment, pressure washing equipment and appropriate exterior-cleaning products depending on the service booked. Where chemicals are required, they will be selected and applied according to the surface, task and safe working practice. Customers should keep children and pets away from active work areas and follow any reasonable instructions given while treatment is taking place.

11. Photographs

We may take photographs of the work area before, during or after cleaning for job records, quality control or to document existing condition. We will not deliberately publish photographs that identify you or disclose personal information without permission. If you would prefer that photographs of your property are not used for marketing, just tell us.

12. Complaints & resolving problems

Please contact Shimmer promptly if something has gone wrong. Our first aim will be to understand the issue and put it right where reasonably possible. Nothing in these terms removes any remedy or protection available to you under UK consumer law.

Questions about these terms?

Contact Shimmer through your usual contact method or via shimmer-cleaning.com. We would much rather clarify something before a job than argue about it afterwards.

Important: These terms are intended as practical customer terms for Shimmer and are not a substitute for legal advice. Consumer law may give customers additional rights depending on how and where a contract is made.