



POLAR DRY ICE CLEANING LIMITED-TERMS AND CONDITIONS FOR EXTERIOR CLEANING (GENERAL)

Welcome to Polar Dry Ice Cleaning Limited! We're dedicated to delivering the highest quality service to our clients. Before you utilise our services, it's essential to carefully review the following terms and conditions. By utilising our services, you agree to abide by these terms and conditions.

General exterior cleaning demands a customised cleaning process. The approach we adopt depends on the extent of material that needs to be removed from the surface.

Steam cleaning and jet washing can affect the surfaces beneath the covering and if any surface is loose prior to works, these can be loosened further when removing the covering from the surface and can in some circumstances, come away.

After cleaning, the surfaces must be allowed to dry thoroughly to ensure the evaporation of any natural moisture. Cleaning can induce condensation on surfaces due to any natural humidity.

In some cases, when being cleaned, already damaged areas can be susceptible to further damage, Polar Dry Ice Cleaning Limited are not to be held liable for any repairs or making good of the areas and we do not include any allowances for repairs or decorations in our estimate.

While we strive to provide accurate estimates, we cannot anticipate unforeseen challenges that take longer than expected.

If any issues arise during the project, our team will promptly notify the client and office for further guidance. Such challenges may lead to increased chemical consumption, which we will also communicate to the client.

If extra costs may be incurred, this will be communicated and agreed with the customer.

Dust and Dirt:

We kindly request clients, where applicable, to remove all items from the working areas before we commence our services.

Our work involves using high volumes of water, which cannot be entirely contained. During the cleaning process, there will be the generation of fine dust particles (micro particles) and debris.

To mitigate dust generation, we can employ preventive measures, including localised protection and extract ventilation systems within the working areas, if applicable. We will also cover the floors with protective sheeting to allow for easy removal of large dust and debris, where suitable.

Our team will perform a general cleanup and sweeping of the immediate working area to remove the debris created from the process. However, we cannot accept liability if dust settles in areas beyond our control and after we vacate site, and we are not responsible for deep cleaning services that may be deemed necessary by the client.

Sign off:

On the completion of works, the team from Polar Dry Ice Cleaning Limited will require the client to inspect the completed works and to sign off as completed. This is your acceptance of paying our invoice in full upon completion without delay. Payment of our invoice is not solely dependant on sign off.

We do however expect the client to inspect the works during the cleaning process and to raise any questions with the onsite team.

It is the sole responsibility of the client to ensure that they have read this document in full.

If you have any questions or concerns about these terms and conditions, please do not hesitate to contact us.

Thank you for choosing Polar Dry Ice Cleaning Limited.