



POLAR DRY ICE CLEANING LIMITED-TERMS & CONDITIONS FOR FIRE DAMAGE CLEANING

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.

Fire Damage Removal with Dry Ice Blasting:

Cleaning following fire damage with dry ice demands a customised cleaning process. The approach we adopt depends on the age and type of the material to be cleaned and the extent of material that needs to be removed from its surface.

It's important to note that the final appearance and colour of fire damaged surfaces are uncertain until the dry ice blasting process reveals the surface beneath. Each surface is unique due to type of material and proximity to the fire itself, and the outcome may vary; therefore, we cannot be held liable for any deviations from our clients' expectations.

There are also circumstances that we may find that some materials are found to be still severely damaged following dry ice blasting. If this is found our team will consult client for direction. Typically, areas that are closer to the source of fire are less likely to be as new, especially when melted plastic is at the source of the fire when burnt against certain surfaces that are permeable.

Dry ice blasting may result in further damage to a fire damaged surface, and we bear no responsibility for the final condition in such cases.

We do not assume responsibility for any loose or flaking surfaces around the fire damage, 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 dry ice medium consumption, which we will also communicate to the client.

Dust and Dirt:

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

Our work involves using high volumes of compressed air, which cannot be entirely contained. During the dry ice blasting process to remove fire and smoke damage, there will be the generation of fine dust particles.

To mitigate dust generation, we employ preventive measures, including localised protection and extract ventilation systems within the working areas, where suitable.

Our team will perform a general cleanup and vacuuming of the immediate working area to remove the immediately evident debris. However, we cannot accept liability if dust settles in areas beyond our control and after we vacate site, and we are not responsible for 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, however, dependant on the sign off being completed.

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

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.