

Terms & Conditions

Effective Date: 18th May 2026 V1.0

Company No: 17252989

Terms and Conditions

These Terms and Conditions govern the extreme cleaning, clearance, and decontamination services provided by **Pure Home Clean** (“the Company”) to the client (“the Client”). By confirming a booking or permitting the Company to commence work, the Client agrees to be bound by these terms.

1. Services & Slogan Alignment

The Company operates under the slogan **Environment, Health, and Hygiene**. All works are carried out to restore hazardous properties to a safe, sanitary, and legally compliant state.

- **Service Scope:** The specific tasks, waste limits, and property areas to be cleared are strictly limited to those itemised in the written quote.
- **Excluded Services:** The Company specialises in extreme cleaning and structural clearance. We do not provide structural demolition, pest extermination/clearance, or professional building trades.

2. No-Obligation Property Survey & Tiered Pricing

- **Free Assessment:** The initial physical or digital property survey is provided free of charge across South and East Cumbria.
- **The 4-Tier Risk Matrix:** Project quotes are determined using a fixed-fee matrix based on the hazard level identified during the survey:
 - *Tier 1: Low Risk (Minor Accumulation)*
 - *Tier 2: Medium Risk (Heavy Accumulation & Odours)*
 - *Tier 3: High Risk (Gross Filth & Minor Biohazard)*
 - *Tier 4: Extreme Risk (Severe Biohazard & Verminous)*
- **Quote Validity:** All quotes are valid for 30 days from the date of issue.
- **Hidden Hazards:** If the hazard profile shifts significantly once clearance begins (e.g., hidden hypodermic needles or concealed structural biohazards are discovered

beneath dry clutter), the Company reserves the right to pause works immediately and re-tier the job pricing.

3. Client Obligations & Property Access

- **Access Requirements:** The Client must provide clear, unhindered access to the property at the scheduled start time.
 - **Utilities:** The Client must ensure that continuous running water and electricity are available on-site. If utilities are disconnected, the Client must inform the Company at least 48 hours prior to the job so alternative equipment can be budgeted.
 - **Honest Disclosure:** The Client must disclose all known risks, including structural damage, unstable flooring, known presence of sharps, or infectious diseases associated with the property history.
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4. Waste Disposal, Valuables, and Hoarded Items

- **Waste Transfer Legality:** The Company operates under an Environment Agency Upper-Tier Waste Carrier Licence. All material deemed waste will be lawfully disposed of at a commercial waste transfer station.
 - **The Sifting Protocol:** During Tier 2 and Tier 3 hoarding clearances, the Company will make reasonable efforts to segregate evident legal documents, currency, jewellery, and sentimental photographs. The Company will also take instruction on finding items that may be missing and within the waste.
 - **Disposal Authorisation:** Once items are loaded into the Company's service vehicle or partner commercial skips, ownership of the waste transfers to the Company, and items cannot be retrieved by the Client. The company accepts no liability for items that have not been found or in a case whereby the Company was not informed of such items in advance. The Company accepts no liability for items disposed of that the Client later wishes to recover.
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5. Staff Safety, RAMS, and Property Evacuation

- **Zero Tolerance:** The Company operates under strict Health & Safety Method Statements (RAMS). Our 2–3 initial technicians have the absolute right to a safe working environment.

- **Abuse and Threats:** Verbal or physical abuse from the client, property occupants, or neighbours will result in the immediate termination of the contract, with the full job fee remaining payable.
 - **On-Site Exclusion:** Due to the deployment of industrial ULV fogging machines, chemical biocides, and airborne pathogens during Tiers 3 and 4 cleans, the Client and any third parties must vacate the property completely while technicians are working inside.
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6. Payment Terms & Cancellations

- **Deposits:** For all Tier 2, 3, and 4 cleans, a non-refundable deposit of 50% may be required to secure the booking date at the discretion of the Company, allowing the Company to procure specialised PPE and book commercial waste containment.
 - **Balance Payment:** Full payment will be invoiced to the client after the work is fully completed, and payment terms will be strictly 30 days.
 - **Cancellation Notice:** Cancellations made less than 48 hours before the scheduled job start time will incur a cancellation charge equal to 50% of the total estimated job value unless rebooked.
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7. Liability & Insurance Limitations

- **Pre-Existing Damage:** The Company is not liable for structural degradation, stained plasterboard, rotted floorboards, or property defects uncovered during the removal of gross filth or heavy accumulations.
 - **Odour & Stain Residuals:** While the Company utilizes commercial ozone generators and industrial biocides, total removal of deep-seated odours or chemical stains (such as heavy nicotine or fluid saturation into porous concrete) cannot be guaranteed.
 - **Specialist Insurance:** The Company maintains comprehensive Public Liability and Employers' Liability insurance tailored explicitly for extreme cleaning environments.
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8. Law & Jurisdiction

These Terms and Conditions are governed by English law, and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

