

## CUSTOMER INFORMATION

### ABOUT THE COMPANY

Firstly, thank you for choosing Morrells Window Cleaning to be your window cleaning service provider. We pride ourselves on providing a truly professional, fully insured service with excellent customer care. Please read and retain the information below to find out what is involved with the service.



### HOW OFTEN IS THE SERVICE?

We clean your windows on a 4-weekly basis all year round. All other services are booked as and when required. The technology we use (de-ionised water) means we can acquire the desired result even in rainy conditions. The purified water has all sediment/mineral deposits removed which means the rainwater will not stick to the deposits on your window. Air quality has also improved massively over the last few years, and this was one of the contributing factors as to why traditional window cleaners could not achieve an adequate clean in rainy weather.

### WHAT'S INCLUDED IN THE PRICE?

The price includes cleaning of your glass, frames, windowsills and door. If you have skylights or Velux windows, they will be cleaned too provided we are able to reach them.



## NOTIFICATIONS

We send out reminder texts the night before we are due to come, to those who have locked gates. We just ask that you leave them unlocked so we can get access all around the property. **If we arrive at the property and you don't notify us that there is no access to the back, we may still charge you the full amount.** This is an automated message which you won't be able to text back. Please use either **07498384736** or **07498 385856** for any communications.

You will also receive an email notification once the windows have been cleaned and that the payment process has begun. This will go from GoCardless so please check your junk if you don't see anything.

### Sample Message

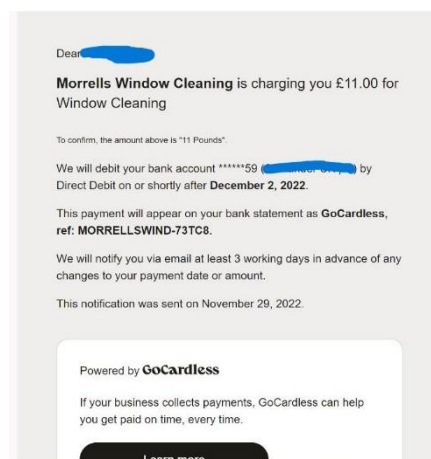
The messages will look similar to the following, would you like to continue?

Hi there [REDACTED]

We'll be round tomorrow to clean the windows.

Please leave any gates unlocked.

Thanks  
Morrells Window Cleaning Ltd



## HOW TO PAY

We use a payment collection service called 'GoCardless' to manage all our payments. It's very simple and only requires you to input your details once and we do the rest. **You will have already signed up if you are seeing this document.**



### **SERVICES WE OFFER**

- Window cleaning
- Conservatory Roof Cleaning
- Gutter Clearing/Cleaning (Including fascias)
- UPVC Cleaning



### **CANCELLING THE SERVICE**

Should you ever wish to cancel the service, we simply ask that you let us know via text/email so we can keep our records up to date.

Thanks again for choosing us as your window cleaning service  
Morrells Window Cleaning Ltd

