

## **Tyne Green Oven Clean - Terms and conditions:**

### **1. Before oven cleaning.**

- 1.1. Customers will be required to sign and agree to our terms and conditions via a signature tick box before oven cleaning can commence. This can be completed via a pre-sent form sent via a link to our website.
- 1.2. Appliances must be in full working order before the clean. If there are any concerns or requests to clean an oven that isn't situated correctly or in working order, contact must be made to discuss alternative arrangements before making a booking. If, on arrival, the clean is aborted the technician will be forced to request a reasonable call out fee. The 'reasonable fee' amount will depend on the time and cost of the potential job and the fuel prices incurred.
- 1.3.** AGA, Rayburn or similar traditional style cookers must be turned off the night before. Failure to do this will mean the clean will be aborted and the technician will require a 'reasonable call out fee'. The 'reasonable fee' amount will depend on the time and cost of the potential job and the fuel prices incurred.

### **2. Oven, Hob & Extractor Cleaning**

- 2.1. Due to the nature of this service, we can only guarantee our work for 24 hours after the clean. The short guarantee period is due to appliances being used every day in a harsh operating environment, also many different types of cleaning products are used on a daily basis without operating instructions being read beforehand, which can cause damage.
- 2.2. Tyne Green Oven Clean must be made aware of any issues within 24 hours of the clean, for them to be covered by our 24 hour guarantee.
- 2.3. After the clean we will show the appliance is still in good working order and you will have opportunity to view the standard of the clean. Payment is due after the work is completed, unless prior terms have been agreed.
- 2.4. Additional services such as supplying filter papers or oven liners; light bulb supply and change will incur additional charges as seen in our oven prices page within the website.
- 2.5. Enamelled oven trays that are manufactured as part of the oven will be cleaned as part of an oven clean. Extra trays may incur additional costs and only those made out of a suitable manufacturer's material can be cleaned.
- 2.6. Door removal, split and clean between the glass panels is not a guaranteed part of the service, for many different reasons the door may not come apart. We always try our utmost to complete a door/glass split and clean.
- 2.7. Cleaning the heating elements around the fan or at the roof of an oven above the elements is not a part of our cleaning process. This is dangerous for the technician and can damage the oven. Therefore, smoke emitted from unclean elements during further use may not be completely resolved by a professional oven clean.
- 2.8. Sometimes during cleaning the oven wiring can get damp, due to moisture in the oven whilst cleaning, this can cause the oven to trip the electric when used until it has dried out, it can take up to 48 hours for the oven electrics to dry out depending on environmental conditions. We use as least moisture as possible when cleaning, but can't be held responsible if tripping were to occur.
- 2.9. Technicians cannot be held responsible if tripping to home fuse boards were to occur due to the way circuits have been connected in the home. If it is discovered that tripping occurs when ovens are switched on or when the technician plugs in tools such as vacuum cleaners or an electric dip tank the responsibility will be that of the customer.

- 2.10. Oven elements can crack through normal use over time, they will continue to work and will not appear to be a problem until moisture enters the crack. On rare occasions elements can stop working after a professional oven clean due to the moisture used. If this were to happen, an independent oven repairer would be instructed by Tyne Green Oven Clean to repair the oven. For customer convenience this will take place by a local oven repairer as soon as possible. If it is confirmed that moisture has entered a pre-existing crack in an element the repair cost is not covered by Tyne Green Oven Clean, it will be classed as wear and tear and be the responsibility of the customer.
- 2.11. We only use non caustic products for oven cleaning, so is safe for your oven, your health and the environment.
- 2.12. For safety, please ensure children and pets are away from the cleaning area.

### **3. Cancellation of Work**

- 3.1. If a booking is cancelled without 24 hours notice - Tyne Green Oven Clean will request a reasonable cancellation fee. The 'reasonable cancellation fee' amount will depend on the time and cost of the potential job, lost through the cancellation.

### **4. Insurance**

- 4.1. We hold liability insurance to cover us for the sum up to £2,500,000.00

### **5. DBS Checked**

- 5.1. Our technicians will hold a valid DBS Check before they enter a client premises.

### **6. Complaints**

- 6.1. All complaints should be directed to Tyne Green Oven Clean. This can be done via mobile on 07762 162956 or e-mail [tom@tynegreenovenclean.co.uk](mailto:tom@tynegreenovenclean.co.uk)

### **7. Our Agreement**

By ticking a signature box you agree to these terms and conditions, you acknowledge that you have read and understand our policies and you agree to abide by them. Thank you for choosing our oven cleaning services.