

Terms & Conditions – Mobile Power Cleaning Ltd

Business Name: Mobile Power Cleaning Ltd

Director: Thomas Bliss

Contact Number: 07398859074

Email: accounts@mobilepowercleaning.co.uk

Welcome to Mobile Power Cleaning Ltd. By booking our services or making a payment, you agree to the following Terms & Conditions. These terms are designed to protect both our customers and our business while ensuring safe, high-quality service delivery.

1. Acceptance of Terms

1. By booking and paying for services provided by Mobile Power Cleaning Ltd, you acknowledge that you have read, understood, and agreed to these Terms & Conditions in full.
 2. Payment or confirmation of a booking constitutes acceptance of these terms.
 3. If you do not agree with any part of these Terms & Conditions, you must not proceed with booking or using our services.
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2. Scope of Services

Mobile Power Cleaning Ltd provides professional cleaning services for vehicles and trailers. Services include, but are not limited to:

- HGV Washes
- HGV Valets
- HGV Odour Removal

- **Car Washes**
 - **Inside HGV Trailer Washes**
 - **Chiller Washes**
 - **Deep Cleaning of Trailers**
 - **Specialised Cleaning Jobs**
1. **We reserve the right to refuse any service that falls outside our professional capacity or where we feel the work may compromise safety.**
 2. **All services are provided in accordance with industry standards and applicable safety regulations.**
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3. Booking and Payment Terms

1. **Bookings must be made in advance via phone, email, or other agreed channels.**
 2. **Confirmation of a booking is subject to receipt of payment or agreement to pay as invoiced.**
 3. **Payment terms:**
 - **Individuals: Payment due within 5 working days of invoice.**
 - **Large Companies: Payment due within 30–90 days of invoice.**
 4. **Late payments: Any invoice not settled within the agreed terms is subject to a £25.00 per month late payment fee. This fee is applied per overdue invoice until payment is received in full.**
 5. **Mobile Power Cleaning Ltd reserves the right to suspend or cancel services for customers with overdue accounts or repeated late payments.**
 6. **All pricing and charges are exclusive of VAT, unless otherwise stated.**
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4. Health and Safety Guidelines

- 1. Customer safety is our top priority. Customers must not approach vehicles during service.**
 - 2. Please wait near the van or a designated safe area for assistance from our staff.**
 - 3. Failure to comply with safety instructions may result in delays or suspension of service.**
 - 4. Mobile Power Cleaning Ltd staff are trained in safe vehicle handling and cleaning procedures, and we expect customers to respect these safety measures.**
 - 5. Customers must notify us of any hazards, fragile equipment, or sensitive cargo prior to the commencement of work.**
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5. Customer Responsibilities

- 1. Customers must provide accurate information regarding the condition, size, and specific requirements of vehicles.**
 - 2. All personal items should be removed from the vehicle before services begin. Mobile Power Cleaning Ltd is not responsible for damage or loss of personal items left in vehicles.**
 - 3. Customers must comply with all health, safety, and operational instructions provided by Mobile Power Cleaning Ltd.**
 - 4. Any delays caused by inaccurate information or failure to follow safety instructions may result in additional charges or rescheduling.**
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6. Liability and Limitation of Liability

1. **Mobile Power Cleaning Ltd will exercise reasonable care in performing services.**
2. **We are not liable for indirect, incidental, or consequential losses resulting from services provided.**
3. **Our liability for any direct damage caused by proven negligence is limited to the value of the service provided.**
4. **Customers accept that results may vary depending on vehicle condition, prior maintenance, and type of service requested.**
5. **Access to Customer Premises and Security**

When performing yard washes or other services requiring access to customer premises, Mobile Power Cleaning Ltd staff may need to open, enter, and securely close gates or access points as part of the service. While all reasonable care will be taken to ensure gates are closed after entry, the company will not be held liable for any theft, loss, or damage occurring after the service has been completed, particularly where gates have subsequently been left open or unsecured by other staff or third parties.

7. Cancellations, Rescheduling, and Refunds

1. **Bookings must be cancelled at least 24 hours prior to the scheduled service.**
 2. **Cancellations within 24 hours may result in retention of any advance payment at the discretion of Mobile Power Cleaning Ltd.**
 3. **Refunds are considered on a case-by-case basis. We aim to resolve any concerns fairly and promptly.**
 4. **Rescheduling requests will be accommodated where possible, subject to availability.**
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8. Complaints and Dispute Resolution

- 1. We aim to provide excellent customer service. If you are dissatisfied with any aspect of our services, please contact us immediately.**
 - 2. Complaints must be submitted in writing via email to accounts@mobilepowercleaning.co.uk.**
 - 3. We will respond to all complaints within 5 working days and aim to resolve disputes amicably.**
 - 4. If a dispute cannot be resolved, both parties agree to attempt mediation before taking legal action.**
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9. Data Protection and Privacy

- 1. Mobile Power Cleaning Ltd is committed to protecting your privacy.**
 - 2. Personal data collected for booking or invoicing purposes will be handled in accordance with UK data protection laws.**
 - 3. Data will only be used for providing services and managing customer accounts and will not be shared with third parties except where legally required.**
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10. Intellectual Property

- 1. All content, logos, and materials on the Mobile Power Cleaning Ltd website or associated platforms are the property of Mobile Power Cleaning Ltd.**
 - 2. Customers may not copy, reproduce, or distribute materials without prior written consent.**
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11. Changes to Terms & Conditions

1. **Mobile Power Cleaning Ltd reserves the right to update or modify these Terms & Conditions at any time.**
 2. **Any updates will take effect immediately and will be posted on our website.**
 3. **Continued use of our services constitutes acceptance of any revised terms.**
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12. Governing Law and Jurisdiction

1. **These Terms & Conditions are governed by and construed in accordance with the laws of England and Wales.**
 2. **Any disputes arising from these Terms & Conditions or the provision of services will be subject to the exclusive jurisdiction of the courts of England and Wales.**
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13. Contact Information

For questions, clarifications, or concerns regarding these Terms & Conditions, please contact:

- **Director: Thomas Bliss**
 - **Phone: 07398859074**
 - **Email: accounts@mobilepowercleaning.co.uk**
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By using our services, you acknowledge and agree to these Terms & Conditions in full. Thank you for choosing Mobile Power Cleaning Ltd.