

Cleansweep Vac Services

Terms & Conditions

Please read this document carefully. If you do not agree to these Terms and Conditions then please do not book an appointment with us.

Introduction

Cleansweep Vac Services is a company specialising in chimney cleaning and repairs (internal and external). We are also experienced in the cleaning of logburner type appliance flue cleaning and woodburning stove and open fire best practice and operation. We are HETAS registered with over 30 years in the trade.

T's & C's

- We aim to provide a clear estimate of the works needed after one free site survey. Further site surveys will be chargeable.
- We are not Gas Safe and can only sweep gas flues if they are easily accessible. For sealed units this will require you to have a Gas Safe engineer visit both before and after our visit.
- We will complete the work in the time allotted in a tidy and professional manner.
- We expect payment upon completion of the work, or in the case of customers paying by card, on the day of receipt of the invoice.
- Work that cannot be completed due to unforeseen issues will be discussed with the customer before proceeding.
- We will clean all flues required to industry standard and provide a certificate by email when required.
- If an appliance is incorrectly installed as per current building regulations and thus cannot be swept. We will charge a fee for inspection of the appliance and our findings will be documented upon the certification. A quote for the remedial work may also be issued.
- To ensure that your chimney or flue is cleaned regularly and thus safe to use we will contact you to arrange a sweep, one year later. We prefer to contact you by email but may use text (SMS) messaging if we do not hold your email details.
- We provide an online booking system to help customers create an appointment that is convenient. Customers must wait for a confirmation email from a member of staff before the appointment is booked. We cannot be held responsible if this email does not reach the customer if incorrect data is entered into the booking page or the customer does not check their junk or spam folders.
- We will sweep the flue or chimney to industry standards when the customer chooses and cannot be held accountable for any health issues caused by your open fire or woodburning stove working incorrectly due to maintenance or blocked flue issues.
- Customers that are not present to give us access at the time of their appointment will be charged a call out fee.
- If you ask us to access your roof via ladders, we expect the roof to be safe for us to climb onto and will not be liable for broken tiles or damage made before our visit.

- Any work to be undertaken on the roof or from ladders will only be undertaken if weather conditions are safe. Work will not be carried out in winds or gusty winds of over 23mph. Work will not be carried out in the rain or snow or on a mossy roof.
- Roof work quoted for is an estimated price and the price may change once we have closer access to the the roof / chimneystack / problem.

Booking an appointment

Our website provides the facility to book an appointment for chimney sweeping services online. The booking service is provided by an external company via their website. Cleansweep Vac Services is entirely separate from this company. Their Terms and Conditions and their Privacy and Data Protection Policy can be downloaded from their website please see our Privacy Policy for details.

You do not need to register in order to book an appointment. However you will need to provide us with some personal details, such as name, address, contact number and email address. These details will be stored on the external website and also our online calendar. You can also book via email or telephone. Our privacy policy can be downloaded from our website

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