

Cleansweep Vac Services Terms & Conditions

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

Introduction

Cleansweep Vac Services is a company specialising in chimney issues and also in woodburning stove and open fire best practice and operation. We are not Gas Safe and can only sweep gas flues if they are easily accessible.

- We aim to provide a clear estimate of the works needed after one free site survey. Further site surveys will be chargeable.
- We will complete the work in the time allotted in a tidy and professional manner.
- 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.
- 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
- 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.

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 at <http://chimneysweep.info/gallery/general%20data%20protection%20regulations.docx>

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