

VUE GUTTER CARE / FULL CUSTOMER TERMS

Your gutter care. Clearly agreed.

One organised annual visit, paid for in twelve monthly instalments. Please read these full terms with your individual plan confirmation and keep a copy.

STANDARD HOME

2-3 bedrooms

£20 per month

£240 annual service price

12 monthly instalments of £20

LARGER HOME

4-5 bedrooms

£30 per month

£360 annual service price

12 monthly instalments of £30

One annual service, not monthly cleaning. There is no additional full annual-service bill on the visit day. Prices include any applicable tax. Unusual or very large properties receive an individual quote before joining.

1. Who provides your Gutter Care?

Vue Gutter Care is provided by **Vue Window Cleaning** ("Vue", "we" or "us"). You are the customer named in the accepted plan, for the property identified there.

BUSINESS AND CORRESPONDENCE DETAILS

Vue Window Cleaning

Suite 225 Apex House, Thomas Street, Machen,
Caerphilly, CF83 8DP

Text or call: 07362 342262 **Email:** info@welovevue.com

Website: www.welovevue.com

2. What forms your agreement?

These terms and your accepted plan set out the property, included areas, service-year price, instalment dates and first-visit arrangements. The short website summary explains the key points; it does not replace this document.

Gutter Care has a 12-month service year and renews annually unless stopped under these terms. Ending future care does not erase a properly owed price for work already delivered. These gutter-specific terms apply to this plan; they do not change unrelated window-cleaning services or existing agreements without an agreed change.

THE ANNUAL VISIT

We check. We clear. We clean. We show you.

3. What the annual service includes

Each service year includes **one combined visit** to carry out a visual, non-structural check of visible and accessible gutter condition; remove debris from the agreed gutter channels; clean the agreed exterior gutters and fascia boards; and provide before-and-after photographs with a short service record.

The condition check takes place during the cleaning visit, not at a separate standard survey appointment. Your accepted plan identifies the included gutter areas. Photographs and findings relate to your own property and the work actually performed.

4. The limits of the service

The plan does not include structural surveying or certification, repairs, roof work, clearing concealed drainage or hidden pipework, soffit cleaning, or unlimited blockage callouts unless separately and expressly agreed. Additional work requires an agreed scope and price before it is charged.

A visual check cannot identify every hidden defect or guarantee that guttering will remain clear or defect-free. New leaves, moss or other debris can accumulate after a visit. Properties with heavy debris may need attention more frequently than once a year. Pre-existing damage and staining may not be removable through normal cleaning; this does not excuse damage or poor work caused by us.

5. Dates, access and safe working

You may request a preferred first-visit date within three months of completed sign-up. We confirm the date or service window with you. A requested date is not a booking until confirmed. Choosing a later visit does not defer payments. Later annual visits are organised for the relevant service year and confirmed with you.

Please provide accurate property and contact details, tell us about known hazards, unlock agreed gates, secure pets and keep access routes reasonably clear. We will tell you beforehand about any need for you to be home, a power supply or other preparation.

We may rearrange or stop work where weather, access, equipment or site conditions make it unsafe or impractical. We explain the reason and arrange a suitable alternative within a reasonable time. We do not automatically charge the full package as completed when work is only partly done or not done.

Where safe completion is not possible, we record the limitation and discuss completion, an appropriate price adjustment or cancellation/refund for undelivered work. A rearrangement does not remove your statutory remedies. Please tell us promptly when you need to change access or a confirmed visit.

NO SURPRISE PRICE AT THE DOOR

The standard price bands average ordinary property differences. A materially different, unusual or very large property is discussed and quoted before additional work or charges are agreed.

SIGN-UP, PAYMENTS AND RENEWAL

Set up securely. Know what happens next.

6. Starting the plan and collecting payments

We show your offer and these terms before you commit. Your contract is made when Vue accepts your sign-up and confirms your plan. Your confirmation records the contract date, service-year start, price and payment schedule. An enquiry or unfinished form does not authorise a charge.

You must complete secure card setup through Jobber and authorise the Gutter Care payment schedule. Your **first instalment is taken at completed secure sign-up**, after acceptance and payment authorisation, rather than on the visit day. A card saved for another service is not, by itself, authority to charge for Gutter Care.

The remaining eleven instalments are collected monthly on the agreed calendar date. When that date does not exist in a month, collection is on the last day of that month. There are twelve intended instalments per service year, not thirteen four-weekly payments.

We provide a payment record and keep gutter payments separate from window-cleaning balances. We do not charge the full annual price again when the visit is completed. Any early settlement is allocated to the correct service year so the same amount is not collected twice.

Never send card numbers or security codes by text or email. A failed first payment leaves setup incomplete until the position is resolved; we will not describe an unpaid, unfinished setup as an active paid plan.

7. Annual renewal and changes

Your plan **renews automatically at each twelve-month anniversary** unless you stop it. Each renewed year includes one annual service and twelve monthly instalments. The twelfth instalment of a year falls one month before the next anniversary; it does not itself trigger early renewal.

Before renewal, we give a written reminder showing the renewal date, annual price, monthly amounts and how to stop. Tell us before the next service year begins to prevent that renewal. There is no separate cancellation fee for stopping the next year.

The price agreed for a service year does not increase during that year. Any proposed price or material service change for a later year is explained in advance, with a genuine opportunity to decline. We obtain any agreement required by law; posting a new website document alone does not change an existing accepted contract.

Any statutory renewal cooling-off, reminder, cancellation or refund rights that apply to your contract are additional to these terms. We provide the notices and rights required by the law applicable at the time.

KEEP YOUR COPY

Your confirmation and this full document are supplied in a form you can save, normally with your welcome email. They record what you agreed, not just the current wording on a webpage.

CANCELLATION AND REFUNDS

You stay in control. The balance stays clear.

IF YOUR PLANS CHANGE

You can tell us to stop future care. Any properly agreed unpaid amount for work already delivered remains payable. We will explain the balance and payment arrangements. Your agreement sets out the details and your statutory rights remain unaffected.

8. Your initial cooling-off right

For a service contract made online, by telephone or away from our business premises, you can normally cancel without giving a reason from when the contract is made until the end of 14 days starting the following day. Any legal extension of that period still applies.

Tell us clearly that you wish to cancel, using the contact details on page 1. Sending your cancellation before the deadline is sufficient; you do not have to wait for us to acknowledge it. The optional form on page 6 is available but is not compulsory.

If no service has been supplied, we refund payments due back to you. If you expressly asked for work to begin during the cooling-off period and received the required information, you may owe a lawful proportion of the agreed price for service actually supplied before cancellation. No cancellation or administration penalty is added.

The right to cancel a fully performed service ends early only where the legal requirements are met, including your express early-performance request and prior acknowledgement of that effect. Partial performance, paying an instalment or choosing a date does not itself remove the right. Where the required request or information is missing, we do not charge for early service where the law prevents it.

Refunds due following a statutory cooling-off cancellation are made without undue delay and within 14 days after we are informed, subject to any applicable legal timing rule. We use the original payment method unless you agree otherwise, with no refund fee.

9. Stopping outside the cooling-off period

Before agreed work is delivered: we cancel future work, review payments and return any amount not properly due. We do not automatically claim the full annual price. Any proposed deduction must have a fair, lawful basis, be explained and supported by work supplied or reasonable actual loss after allowing for costs saved; there is no automatic cancellation tariff.

After the full agreed service: the properly owed annual price, less payments and adjustments, remains payable on the agreed instalment dates or a separately agreed arrangement. Cancellation does not bring future instalments forward.

Partial, defective or disputed work: we review the actual service and any remedy before deciding the correct balance. We do not presume that the full annual price is due. Stopping one gutter plan does not cancel another property or your window-cleaning service.

Example: a fully delivered £240 service, less three £20 payments, leaves £180 remaining. That is not automatically £180 overdue.

MISSED PAYMENTS AND SUPPORT

Three reminders. Then a clear next step.

10. When a monthly payment fails

We contact you about the failed payment and provide a secure way to resolve it. Please tell us about a payment already made, an incorrect amount, a service issue or a need for support.

TEXT 1

A helpful reminder explaining the missed payment and secure payment or card-update route.

TEXT 2

A clear follow-up showing what remains overdue and how to contact us for help.

TEXT 3

A final reminder giving a clear deadline and explaining that future Gutter Care and renewal will stop if the matter is not resolved.

Reminders are reasonably spaced and allow time to respond. If no payment or arrangement is recorded by the final notified deadline, we stop future Gutter Care and annual renewal. We confirm the stopped service and check the money position. We do not delete the service or payment history.

11. Recovery after future care stops

Where a verified amount for work already supplied is actually due, the recovery process sends up to **three further texts, progressively firmer in tone**. They identify the overdue amount, explain how to pay and offer a way to query it or discuss an arrangement. If unresolved, the account goes to the office for review rather than unlimited automated messages.

Any total remaining service price is shown separately from the amount overdue. No text makes future instalments immediately payable, adds automatic fees or interest, or claims a right to court action, bailiffs or a credit-file entry that has not arisen. These reminders do not replace any formal notice or process required before legal action.

We pause automated escalation for reported payments needing reconciliation, genuine disputes, support requests or an agreed arrangement while the position is reviewed. Settled amounts are removed from recovery. We do not run duplicate reminder sequences for the same debt.

12. Stopping recurring card authority

You can withdraw recurring-card authority through Vue or your card issuer. We stop using that authority; any lawful balance for services supplied is considered separately and can be paid by an agreed alternative. Withdrawing card authority does not by itself erase an amount properly owed. Cancellation of future care also stops collection for undelivered future care.

SERVICE RIGHTS AND GETTING IN TOUCH

Clear records.

A straightforward way to ask.

13. Quality, complaints and liability

We must perform the agreed service with reasonable care and skill. Please contact us promptly about a concern so we can investigate and put matters right. Where applicable, you retain rights to repeat performance without extra cost, within a reasonable time and without significant inconvenience, or an appropriate price reduction/refund. These rights are not restricted to a short reporting window.

We remain responsible for loss or damage for which we are legally liable. Nothing excludes liability for death or injury caused by negligence, fraud, or any other liability that cannot lawfully be excluded. This is a household service; separate terms may be needed for business use.

14. Records, photographs and personal information

We keep your plan, communications, photographs and payment history as needed to provide the service, resolve queries and meet lawful record-keeping obligations. Photographs show the actual work and any recorded limitations. Service photographs are not automatically permission to use your home in marketing.

Service, renewal and payment messages are separate from optional marketing. Personal information is handled under our [website privacy policy](#). You may ask for a member of the team where an automated response does not resolve your query.

15. Contact, cancellation and general terms

Text or call **07362 342262**, email info@welovevue.com, or write to the address on page 1. Include your name and service address to help us identify the right plan. No special wording or compulsory form is needed. We acknowledge cancellation and explain any payment or refund position; acknowledgement is not a condition of a valid cancellation.

For complaints, explain what happened and the outcome you seek. We investigate and reply; where a complaint remains unresolved, we explain any applicable dispute-resolution route and whether we participate. These terms are governed by the law of England and Wales without removing your mandatory consumer rights or rights about where proceedings can be brought. A term that cannot lawfully apply does not remove the rest of your protections.

OPTIONAL CANCELLATION FORM

To: Vue Window Cleaning, Suite 225 Apex House, Thomas Street, Machen, Caerphilly, CF83 8DP;
info@welovevue.com.

I/We* hereby give notice that I/We* cancel my/our* contract for the supply of the following service: Vue Gutter Care.

Ordered on / contract date: _____

Name and address of consumer(s): _____

Signature (only when sent on paper): _____

Date: _____ * Delete as appropriate.

These terms do not limit rights under applicable consumer law, including the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013.