



Money Back Guarantee

This applies to any work carried out by Sussex Floor Care Limited. “Area” means the room/area/location/section we have been instructed to work on by the client, as per the agreed quotation. “Agreed quotation” means the verbal, written or electronic quotation provided by us to the customer prior to starting our work.

Process:

1. In the first instance, the customer should clearly bring the fact that they are dissatisfied to our attention as soon as possible after cleaning has finished. We will then listen to your concerns.

2. Solely dependent on the issue, the company will then decide to offer to reclean or re-treat the issue or the customer won't be charged for that area/item, if the customer has already made part/full payment for that area/item, this will be refunded.

3. If the re-clean or re-treatment of the area is carried out, and the customer is still not satisfied, the customer won't be charged for that area/item, if the customer has already made part/full payment for that area/item, this will be refunded.

Exclusions:

1. Any issues which have been brought to the customers attention during the quotation/survey/audit stage but also during the cleaning stage, which were not reasonably picked up by us during the quotation/survey/audit stage.

2. In any instance where fraud is reasonably suspected by us.