



ELITE CANVASSING

TERMS OF BUSINESS

1. **PAYMENTS:** Payments are due in full on the Friday of the week we have canvassed your work. If you are cleaning the work before payment and you have cancels, full payment for these jobs are still due as these will be covered under the 20% overs. We accept BACS & Cash payments.

2. **CANCELLATIONS:** Elite Canvassing shall not replace any job that has been reported to have had a bad clean or late arrivals. All cancelled customers will be investigated by our company reps. Replacement jobs are due once all work bought is cleaned and complete. Elite Canvassing require all information of cancelled jobs on the form provided, any jobs with part information will not be replaced. We will not accept any deductions of money owed to us. We replace we **DO NOT REFUND**. We will sign up no more than 5% alternative cleans, if your new customers change to an alternative clean and this takes you over the 5% we will replace if you want to drop the job. If you want to keep the job, we will not replace. We will over generate by 20% to cover any immediate cancels. We call customers within 1 hour of signing up and if need be will call them twice. If they do not answer we will text. If you have jobs you do not want this is your choice, we shall not replace. If you have specified types of jobs you do not want, and you receive them we will replace. (please note once you have cleaned the jobs 4 times we require the cancels sent to us on a excel spreadsheet with all the relevant information needed to contact the customer and the reason for cancelling so we can investigate.

3. **GUARANTEE:** We offer a 4 clean guarantee. This means we guarantee you will get at least 4 cleans out of every job provided to you. For example: if one job cancels that is worth £10 and you have completed no cleans, we will replace that job with a £10 job. If for example one clean had been done, we will replace part of the job considering charge of the job. All new customers provided will require a text message the evening before cleaning for a minimum of 4 cleans, whilst under the guarantee.

4. CANVASSED AREAS: Elite Canvassing will canvass areas you require. If we cannot find the work in those areas we will find the closest alternative area. This may mean going up to 5 miles away. We will call you and discuss the options before moving areas.

5. CUSTOMERS: All customers/jobs will be provided with the following; Name, Address, Phone number, price of job, site notes if any job is delivered without a phone number we will explain within site notes.

6. DEPOSITS & PRE-GENERATION: Elite Canvassing will sometimes ask for a 10% deposit for holding generation slots. We will provide a full invoice for this and any deposits paid are NON-refundable if cancelled. Once a deposit is paid and booked in we will require you to provide us with full information of your company and locations for generation.

7.LEGAL DISCLAIMER: if terms and conditions are not adhered to Elite Canvassing LTD reserve the right to withdraw from all agreements leaving any guarantee on our part null and void. At no time may the terms and conditions be altered without prior arrangement, to be agreed and signed by both parties.

8. SIGN

SIGN HERE..... DATE.....

COMPANY NAME/NAME.....

ADDRESS.....
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Please sign and return via email to elitecanvassinguk@gmail.com