

Terms and Conditions

Please ensure that you read these terms and conditions as they contain important information regarding our decluttering and organising project. By signing the further document named "Client Agreement" you are stating that you understand and agree to the following terms and conditions.

We will have discussed your requirements at our initial consultation, and these will be detailed in the Proposal & Client Agreement. We will operate within the scope of that agreement.

1. Confidentiality and privacy

KE Decluttering operates a professional, discrete, and confidential service. No information we come across during the course of the project will ever be divulged to third parties without your written agreement. We may ask for your permission to take before and after photographs of the work we do, but we will not use these images outside of our business records without express written permission from you. We may ask you to provide a written or video testimonial to be used as part of our marketing. You have the right to refuse to provide this. Any written testimonials provided will be de-personalised prior to external use.

Full privacy statement can be found at www.ke-decluttering.co.uk/privacy

I am a verified member of APDO, the UK's membership association for decluttering and organising professionals. APDO sets standards, provides professional development and supports the growth of the industry.

2. Disclaimer & Disposal or removal of items

2.1 KE Decluttering provide advice in good faith, and it is at your sole discretion whether you accept our guidance or not, particularly (but not exclusively) with reference to keeping or discarding possessions. Obvious items of value will be treated with due care and attention, but we do not have the expertise to identify unusual or rare items, or to value them. You are advised to seek your own valuations of such items. We will use our best endeavours to identify such items whilst decluttering, but ultimately it is your responsibility to consider the value of such items prior to discarding them. Items that are disposed of are done so with your authorisation and responsibility is not accepted by KE Decluttering for any item which you later decide was valuable, not to be disposed of, or which you are unable to find later.

2.2 KE Decluttering will provide you with advice about the different options for the appropriate disposal or sale of items. You agree that you accept responsibility for any and all items disposed of during the decluttering process, unless otherwise agreed in writing/email.

2.3 KE Decluttering will remove one carload of items destined for the charity shop per decluttering session. These removed items are non-returnable. This is included within the

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quoted hourly rate. Items which cannot be taken to charity will need to be disposed of by yourself, either using a licenced waste carrier, skip or taken to the recycling centre nearest you.

2.4 If you choose not to be available during a decluttering session, it may be necessary for one-off decisions to be made on your behalf, for example regarding the storage of items or their disposal. These will be made in good faith and using professional judgement. You will be advised of any decisions which have been made.

3. Goods & Services

3.1 While providing comprehensive advice concerning your decluttering needs, some work may be beyond our scope. In these instances, we may be able to recommend appropriate professionals. Examples of this could include deep cleaning, carpentry, rubbish disposal or other relevant services. You are under no obligation to use any additional services recommended by KE Decluttering and may arrange your own services if preferred. In any instance, KE Decluttering will not be held liable if any third party's performance falls below an acceptable standard nor will we be liable for any loss or damage caused by the aforementioned third party.

3.2 Where possible, items such as storage boxes or specific packaging material can be supplied by us at competitive rates. You are under no obligation to purchase these goods from KE Decluttering and are welcome to source suitable alternatives elsewhere. It is however our recommendation that you do not buy any storage solutions before our decluttering sessions have begun. We will be happy to discuss requirements during the process.

4. Insurance

KE Decluttering has public liability and professional indemnity insurance up to £5,000,000 which is activated upon signature of the Client Agreement. KE Decluttering will always take great care when on your property and when handling your possessions. In the unlikely event that an accident does happen resulting in damage or breakage of a possession, KE Decluttering will not be held liable for any losses or damages incurred. You agree to cover any breakages through your home buildings or contents insurance.

5. Limits of work

KE Decluttering will attempt to fulfil all your decluttering and organising needs but for health and safety (or other) reasons may not be able to do everything. We maintain the right to refuse to handle or move heavy or unsanitary items. You are responsible for ensuring that the premises being decluttered is safe.

6. Duty of care

You have a duty of care to ensure that your premises are safe to work in, and you agree to disclose as soon as possible any circumstances which might put the KE Decluttering

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consultants at risk. For example, but not limited to, infectious medical conditions or structural weaknesses in your property. For the purpose of personal safety, another person will always know our consultant's location and session timings.

7. Hours of work

Core hours of work are:

- Monday to Friday 10am - 4pm
- Saturday to Sunday 10am - 4pm, will be charged at a higher rate

Decluttering and organising sessions are possible outside of these hours but will be subject to an additional fee.

8. Fees

8.1 KE Decluttering will provide you with an estimate following your initial consultation. By signing the Client Agreement, you agree to pay these fees.

8.2 Estimates are made based on an assessment of how many hours a job will take to complete. However, the nature of this work is such that it is not always possible to predict exactly how long a given job will take. If it becomes clear that the initial time estimate is going to be exceeded, the consultant will discuss options with you prior to continuing past the initially stated (and agreed) time. Any additional time agreed between KE Decluttering and you will be documented and signed off prior to the additional work commencing.

Please note that we have a minimum session time of 3 hours as anything less than that will not bring you the results you want.

8.3 You will be charged for hours worked in 15-minute increments, which will start from when we arrive at your premises, even if we are unable to start the work for any reason, such as if access is denied.

8.4 A 50% deposit is payable within 48 hours of receiving an accepted booking to secure the date for your decluttering session, with the amount paid being deducted from the final invoice.

9. Travel Costs & Other Expenses

9.1 No travel expenses will be charged for work completed at properties within 20 miles of Uffington, SN7. For work undertaken further than 20 miles from Uffington, SN7, travel expenses will be agreed in advance and itemised on the proposal. The mileage will be taken from Google Maps.

9.2 Should free parking not be available, any parking expenses incurred will be submitted with your invoice for reimbursement.

Any additional expenses will be invoiced within 48 hours of them being incurred.

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9.3 In relation to the purchase of storage solutions, payment will need to be made before any items are purchased. An itemised recommended list will be provided along with itemised costs associated with the recommendations. If KE Decluttering make any purchases, you will be provided with the original receipt and you will be responsible for returning any damaged or broken items to the place of purchase.

10. Payment Terms

10.1 Invoices will be sent within 48 hours after the end of the decluttering and organising session. Payment is required within 14 days of the date of the invoice, by cash, or bank transfer. A receipt will be provided for all payments received.

10.2 Should the invoice be unpaid after its due date, the outstanding balance owed to KE Decluttering limited will incur a £1.50 per day late fee charge plus an administration fee of £30, unless agreed otherwise, and will be charged on any outstanding balances until the balance is £0.

11. Cancellations

11.1 Any cancellations must be made in writing/email at least 4 days (96 hours) prior to the commencement of the decluttering and organising session. Any cancellations made less than 4 days (96 hours) before the commencement of the decluttering session will be subject to a cancellation fee of 50% of the agreed estimated costs which will be in the form of forfeiture of the deposit.

11.2 You may reschedule your session up to 3 days (72 hours) prior to the start time of the booked session without a cancellation fee. After a session has been rescheduled, it cannot be rescheduled again, and paragraph 11.1 will apply.

11.3 In any occurrence any non-refundable travel expenses and any other expenses incurred in advance by KE Decluttering will be payable by the Client in full, regardless of cancellation circumstances.