



Service Charter

Our 10 point commitment to you

- ✓ All Well Polished locations are open between 9am and 5pm Monday – Friday as a minimum.
- ✓ We will respond to any on-line enquiry submitted during our opening hours within 60 minutes
- ✓ If we are unable to answer your call within these hours, we will return your call as soon as possible and always within 60 minutes
- ✓ For our regular weekly domestic cleaning service, we aim to introduce a suitable cleaner to start within 7 days
- ✓ All cleaners introduced will have been thoroughly vetted by Well Polished with suitable references taken
- ✓ We will always contact you for your feedback after your first clean and regularly thereafter
- ✓ If your regular cleaner is unable to attend, we aim to provide a replacement at your scheduled day and time but, if this is not possible, then an alternative time within 3 days
- ✓ If you are in any way unhappy with your regular cleaner, we will firstly try to resolve any issues but, if you are still unhappy, we will introduce an alternative cleaner
- ✓ In the unlikely event that you have any complaint about our service, we will always acknowledge your complaint immediately, investigate the problem and respond in writing
- ✓ Our main aim is to exceed your expectations at all times so we always welcome any feedback that can help us to achieve this