

# **Refund, Cancellation & Service Guarantee Policy**

**Lucy & Phil Ltd**

**Effective Date: 27/08/2026**

**Last Updated: 27/08/2026**

## **1. Our Commitment**

At Lucy & Phil Ltd, we are committed to delivering exceptional standards of workmanship and customer service across all our services, including Construction, Facilities Management, Commercial & Residential Cleaning, Waste Management, Removals and Storage.

This Policy explains your rights regarding cancellations, refunds, re-attendance and our Service Guarantee.

Our aim is to resolve any concerns promptly, fairly and professionally while maintaining the highest standards of service.

## **2. Scope**

This Policy applies to all services supplied by Lucy & Phil Ltd unless otherwise agreed in writing within an individual contract or framework agreement.

Where a commercial contract, purchase order or service level agreement (SLA) exists, those terms shall take precedence.

## **3. Booking Confirmation**

A booking becomes confirmed once one or more of the following applies:

Written acceptance of our quotation.

Purchase Order received.

Deposit or advance payment received.

Signed contract.

Confirmation by email.

Confirmation through our online booking platform.

#### **4. Deposits**

Certain services require an advance payment before work commences.

Where applicable:

Deposits secure labour, equipment, specialist materials and scheduling.

Deposits are non-transferable without prior agreement.

Deposits may be deducted from the final invoice.

Custom manufactured or bespoke products are non-refundable once production has commenced.

#### **5. Customer Cancellation Policy**

More than 7 Days Before Appointment

No cancellation charge.

Any deposit paid may be transferred to a new booking date.

Between 48 Hours and 7 Days

An administration charge may apply where costs have already been incurred.

Any bespoke materials already ordered remain chargeable.

Within 48 Hours

A cancellation fee of £80 applies to all residential and commercial cleaning appointments cancelled within 48 hours of the scheduled arrival time.

This charge covers:

Staff allocation

Administration

Scheduling costs

Loss of reserved labour

Vehicle allocation

Where greater losses have been incurred on large commercial projects, Lucy & Phil Ltd reserves the right to recover reasonable costs already committed.

### Same-Day Cancellation

The full agreed labour cost may become payable where our team has already travelled or arrived on site.

## **6. Failed Access & Missed Appointments**

Charges may apply where work cannot commence because:

Nobody is present.

Keys or access codes have not been provided.

Utilities are unavailable.

The property is unsafe.

Pets have not been secured.

Parking arrangements have not been made where previously agreed.

Any additional visit required may be chargeable.

## **7. Rescheduling**

Appointments may be rescheduled subject to availability.

Lucy & Phil Ltd will always endeavour to accommodate genuine emergencies.

## **8. Our Satisfaction Guarantee**

We take great pride in delivering high-quality workmanship.

If you believe any aspect of our service does not meet the agreed specification, you must notify us within:

24 hours for Cleaning Services.

7 days for Facilities Management.

14 days for Construction or installation work (excluding manufacturer defects and normal settlement).

Where the issue falls within our agreed scope of work, we will investigate and, where appropriate, rectify the issue at no additional labour cost.

## **9. Near-Miss Service Guarantee**

If an area included within the agreed scope of cleaning has been unintentionally missed, you must notify us within 24 hours.

Where verified, Lucy & Phil Ltd will return to rectify the missed area free of charge, subject to reasonable access being provided.

This guarantee applies only to work included within the original quotation.

## **10. Construction & Installation Services**

Construction projects may involve:

Variations requested by the Client.

Hidden defects.

Structural issues.

Utility discoveries.

Building Control requirements.

Material availability.

These may result in revised costs or completion dates.

Any variations will be discussed and approved before additional work proceeds wherever reasonably practicable.

## **11. Refund Policy**

Refunds are not issued simply because a customer changes their mind after work has been completed.

Where Lucy & Phil Ltd determines that a refund is appropriate, this may include:

Duplicate payments.

Billing errors.

Services cancelled by Lucy & Phil Ltd before commencement.

Services that cannot be delivered due to circumstances solely within our control.

Refunds will normally be processed using the original payment method within 14 business days.

## **12. Non-Refundable Items**

The following are generally non-refundable:

Deposits for bespoke works.

Custom manufactured products.

Materials specially ordered.

Waste disposal charges already incurred.

Third-party permit fees.

Design work already completed.

Consultancy services already delivered.

Labour already undertaken.

Call-out charges where attendance has occurred.

## **13. Customer Responsibilities**

Customers are responsible for:

Providing accurate information.

Ensuring safe access.

Declaring hazards.

Removing valuable or fragile items where appropriate.

Ensuring utilities are available.

Obtaining landlord or management permissions where required.

Inspecting completed work promptly.

Failure to meet these responsibilities may affect our ability to provide refunds or complimentary re-attendance.

#### **14. Circumstances Beyond Our Control**

Lucy & Phil Ltd shall not be liable for delays or cancellations resulting from circumstances beyond our reasonable control, including but not limited to:

Severe weather.

Road closures.

Traffic incidents.

Industrial action.

Supplier shortages.

Utility failures.

Government restrictions.

Public health emergencies.

Force majeure events.

Where practical, appointments will be rearranged at the earliest available opportunity.

#### **15. Complaints Procedure**

If you are dissatisfied with any aspect of our service, please contact us as soon as possible.

We aim to:

Acknowledge complaints within 1 business day.

Investigate promptly.

Keep you informed throughout the process.

Resolve complaints fairly and professionally.

Most concerns can be resolved without the need for formal escalation.

## 16. Limitation of Liability

Nothing within this Policy limits or excludes any statutory rights available under applicable UK consumer legislation.

Lucy & Phil Ltd's liability shall, where permitted by law, be limited to the value of the services supplied under the relevant booking or contract.

Indirect, consequential or business interruption losses are excluded except where prohibited by law.

## 17. Policy Updates

Lucy & Phil Ltd reserves the right to amend this Policy at any time to reflect changes in legislation, operational practices or business requirements.

The latest version will always be available on our website.

Contact Us

Lucy & Phil Ltd

 Email: [support@lucyandphilltd.co.uk](mailto:support@lucyandphilltd.co.uk)

 Telephone: 01753463799

 Website: <https://lucyandphilltd.co.uk>

Our Promise

At Lucy & Phil Ltd, we believe that trust is earned through professionalism, transparency and accountability. Every project large or small is delivered with care, integrity and a commitment to quality. If something is not right, we will work with you to put it right quickly, fairly and respectfully.

Signature:



Position: Managing Director

Date: 27/ 08/2026

Review: 27/08/2027