

Terms and Conditions

Please read these terms and conditions carefully. By booking a wheelie bin cleaning service you agree to be bound by the terms and conditions below. These terms and conditions are subject to change without notice, from time to time at our sole discretion. We will notify you of amendments to these terms and conditions by posting them to this website.

All wheelie bins must be empty of waste prior to commencement of cleaning, If any waste remains in the bin after the waste collection, or if added after the collection it will be at the discretion of Deluxe Wheelie Wash as to whether cleaning can be carried out. Small amounts of waste may be removed and then replaced after cleaning where possible. If a bin is unable to be cleaned due to excessive waste, charges may still apply.

Deluxe Wheelie Wash can refuse to clean a wheelie bin on the grounds of health, safety or for any other valid reason. We are regrettably unable to clean any wheelie bins that are contaminated with wet paint, excessive amounts of wet oil or any Human / Animal faeces. Where we are unable to wash your bins due to contamination your service may still be charged.

Wheelie bins are cleaned at the customer premises, any prepayment for cleaning is for the same specific wheelie bin on each occasion and it is at the address where the first clean took place.

If access to a wheelie bin is prevented for whatever reason this will still count as a 'clean' unless previously agreed – this is due to the fact that our operators will have still travelled to your address, attempted to locate your bin and completed any associated administration work.

Deluxe Wheelie Wash reserve the right to charge for a requested visit which is made, but no wheelie bin is cleaned, for whatever reason. If your wheelie bins are going to be unavailable for cleaning on a scheduled cleaning day (e.g. Holidays), please provide at least 48 hours' notice in order for us to suspend your service and avoid any charges.

Deluxe Wheelie Wash will take all due care and diligence during a clean but will not be held responsible for any damage to a wheelie bin or property reported after the event for which they are not deemed liable.

Typically, as long as the local authority is able to empty your wheelie bin we should be able to clean your wheelie bin but in the unlikely event that we are unable to clean your bin either on the same day or the following morning, advanced notice will be given where possible.

If the local authorities are unable to empty your wheelie bin because of bad weather or for other reasons outside of your control, and subsequently we are unable to clean your bin we will always do our best to reschedule your clean where possible or preserve your bin cleaning credit until the next scheduled clean.

Payment is to be made prior or on the same day of your wheelie bin clean, unless a different payment method is agreed prior to the service.

If a bank transfer payment has been agreed, this has to be completed no later than 48 hours prior to the service. We reserve the right to cancel our service if no payment has been received.

Please ensure we are updated as soon as possible if any contact details should change. It is the customer's responsibility to ensure that we have the correct and current contact details. Failure to do so may cause confusion and possible unwanted charges.