

JJ CLEANING SERVICES

Payment T&C

Effective as August 30, 2022, Last Update March 2022

Terms

These Terms form part of JJ Cleaning Services website terms of services are available at www.jjcleaningservices.uk/terms-of-services which govern your access to and usage of the JJ Cleaning Services website. By agreeing to comply with the Terms you also agree to comply with JJ Cleaning Services website terms and conditions which is show at the bottom of the terms of services. If there is a conflict between JJ Cleaning Services website terms and conditions of use and these Terms, these Terms shall prevail.

Grant of Rights

You may use the Service for the purpose of making payments to JJ Cleaning Services via online credit or debit card transaction, provided that you do not:

In any way damage or disrupt the Service and/or the operation of the Service;

Use the Service for any unauthorised or unlawful purpose.

Payments may be made using the Service for invoices generated by Us, Gocardless, stripe our online payment systems.

You cannot use the Service for the transfer of money into any accounts apart from the JJ Cleaning Services accounts. You can't use the JJ Cleaning Services Payment system to send money to anyone no money should leave the United Kingdom that is connected with us. Failure to follow these regulations is a federal offense set by the (FCA) Financial Conduct Authority.

We reserve the right to suspend, amend or cancel the Service at any time either temporarily or permanently But all any outstanding debt will needed to be paid in full before we can terminate your account and cancel any direct debits you have with us. If you have no outstanding debt your account will be terminated on the same day.

Payment

Payments using the Service may be made only using only Visa or MasterCard credit cards.

We are not directly involved in the online payment but through a third-party service provider.

All payments are to be in one of the United Kingdom approved foreign currencies; – British Pound (GBP), Pound sterling (SL)(WS) and Euro (NIR).

We accept part payment of client accounts only where full payment of the account is made by the stipulated due date in the invoice. All other payments must be paid in full and by no later than the final date for payment set out in the invoice if this changes we will give you a written copy this change has happened, so you are not breaching this online Payment T&Cs document.

Upon completing a transaction using the Service, you will be presented with a confirmation screen verifying the transaction details you wish to process. It is your responsibility to verify that all transaction information and other details are correct. You can request another copy of the invoice or receipt an no additional charge to you.

We have no liability for transactions which are incorrect as a result of inaccurate data entry during the use of the Service or for loss of data or information caused by factors beyond Our control.

You will receive a confirmation email once the payment has been received by Our third-party service provider.

Once a payment has been made it cannot be cancelled. We do not accept any responsibility for refusal or reversal of payments, which shall be a matter between you and your credit card issuer.

Fees

Payments made by credit card attract a merchant service fee which is dependent on the amount being transacted and the currency.

International cardholders using the Service may incur their own bank's international service fees, in addition to the merchant service fee.

We may refund your payment or part of your payment in accordance with sub paragraph (REFUNDS) Where there has been a refund by Us, we will deduct the merchant service fee payable from the refunded amount due.

Refunds

Requests for refunds must be made by email together with proof that you have paid more than the outstanding amount owed on the account.

Requests for refunds must be sent: jjcleaningservicesbham@gmail.com

Refunds, if applicable, at the discretion of Us, will only be made to the debit/credit card used for the original transaction.

Warranties and Disclaimers

You warrant that:

You are aged 18 or over. Or with written promotion from the JJ Cleaning Services administration team.

You have the appropriate authority to validly accept the Terms and can and will meet your obligations in relation to the Terms.

The credit card used in connection with the Service is issued in your name.

You will pay the with credit card issuer all charges incurred in the use of the Service done by JJ Cleaning Services or sub-contractors connected with JJ Cleaning Services.

The information supplied by you is true and correct in accordance with the (FCA Financial Conduct Authority regulations).

To the extent permitted by law, we do not accept liability for any damage, loss, costs (including legal costs), expenses, indirect losses or consequential damage of any kind which may be suffered or incurred by you from the use of the Service. If, for any reason, we are found to be liable to you for any damage or loss which arises as a result of your use of the Service we will pay in full to cover the damage.

If the Consumer Guarantees Act 1993 applies to your transaction you may have rights or remedies that are not excluded or limited by are

previous paragraph on top. If you are using the Service for business purposes, the exclusions and limitations set out on top of this paragraph will apply.

We do not warrant or guarantee that the Service and/or your use of the Service will be error-free, immediate, virus free and/or continuously available or that the information provided through the Service will be complete, accurate and/or up to date.

Indemnity

You agree to indemnify Us for any loss, cost or expense suffered or incurred by Us as result of:

Your breach of your obligations under the Terms.

Intentional misuse of the Service.

Your negligent acts or omissions in using the Service.

Any claim brought against Us by a third party in relation to your use of the Service.

Privacy and Use of Information

We will comply with the Privacy Act 2020 in relation to any applicable information you supply to Us.

Any personal information supplied by You may be retained by Us until such time as you request that the information to be removed.

We will use any information you give to Us, and which identifies you only for the purpose for which it is supplied to Us, including contacting you to verify your credit card information, and will not use it for any other purpose or supply it to any third party except as required by law, authorised by You or set out in these Terms.

You acknowledge that the credit card information supplied by you in relation to the use of the Service is processed through the secure DPS Payment Express system. Any credit card details stored for recurring payments are done so on the DPS system. No credit card information is stored by Us, and We are PCI compliant. All information stored by third party companies have their own payment T&Cs we can also guaranty that all companies we use follow the necessary GDPR and DPA regulations.

Payments using the Service are made through a secure third-party website. We will use all reasonable endeavours to prevent unauthorised access to your Personal Information. However, we will not be liable for any direct or indirect damage or loss whatsoever for any interception and/or 'hacking' of any data or other unauthorised access to information provided by you for the purposes of using the Service. If you occur any problems with payment, we recommend contacting both company's including us to sorter the problem out faster.

Governing Law

9.1. These Terms are governed by United Kingdom law. The United Kingdom Courts have exclusive jurisdiction over any matter in connection with the Services and the Terms.

Contact information

We will provide you with all the party's information that you may need if you have any problems with online payments. PLEASE CONTACT JJ CLEANING SERVICES FIRST AND WE WILL REQUEST YOU TO CONTACT THE OTHER PARTY AT A LATER DATE.

JJ Cleaning Services: 07463128266, jjcleaningservicesbham@gmail.com

Gocardless: 02071838674, help@gocardless.com

Stripe: support.stripe.com



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