

PIONEER QUALITY SERVICES LIMITED
STANDARD TERMS & CONDITIONS

1. Agreement

1.1 Our standard terms and conditions represent a contract. This agreement will be governed by the laws of England. Pioneer Quality Services Limited agrees to provide cleaning services ("the Services") to the Client ("the Client") in accord with the written specification and the signed quotation acceptance form agreed to by both parties ("the Specification"). These terms and conditions shall apply to the provision of the Services unless they are inconsistent with the agreed specification in any way, in which case the Specification shall have precedence. The Specification and these Terms and Conditions are together referred to as "The Agreement".

1.2 This contract is made between Pioneer Quality Services Limited and the Client. You agree on behalf of your company/organisation/partnership/or other person or institution that you are authorised to represent, that any use of the Services provided by Pioneer Quality Services Limited shall constitute your acceptance of the Terms and Conditions. Pioneer Quality Services Limited agrees to perform the work specified by the Client in a professional manner using every care to accomplish a satisfactory service.

2. Duration

2.1 Upon receipt by Pioneer Quality Services Limited of a written acceptance from the Client of the Specification, the quotation, and these Terms and Conditions, Pioneer Quality Services Limited agrees to provide the Services to the Client until the agreement is terminated.

2.2 The Client may terminate The Agreement upon giving to Pioneer Quality Services Limited one week's prior notice during the first month of The Agreement, thereafter, the Client agrees to give three months prior written notice. In the event that no notice is given, then the Client shall pay to Pioneer Quality Services Limited the cost of the services for the full notice period.

2.3 Pioneer Quality Services Limited reserves the right to withdraw the Services and or to terminate The Agreement at any time with one month's written notice.

2.4 If the client accepts a free of charge sparkle clean, and within 12 months of the start of the contract subsequently decides to terminate our service, for any reason, the entire cost of the sparkle clean will be added to the client's final invoice.

3. Cost

3.1 The costs for the Services are clearly set out in the quotation acceptance document, all bank and public holidays have been included in the calculations.

3.2 All costs are subject to annual review. Any potential increase or adjustment will be presented to the Client for mutual consideration and decision.

3.4 Invoices will be presented to the Client on a monthly monthly and are due payable within thirty days of dated invoice, unless a mutually agreeable alternate due date payable has been agreed to.

3.5 If the Client fails to make any payment by the due date, then without prejudice to any other right or solution available to Pioneer Quality Services Limited, the Service provider shall be entitled to a) suspend the Service. b) Refer due payments to a debt recovery service or other legal entity to pursue full recovery of outstanding debt, including all or any additional costs that this may incur. c) Statutory interest will be applied to any overdue payment. As of October 2025, the interest is calculated at 8% plus the Bank of England base rate. (Subject to change)

4. Staff

4.1 All personnel supplied to the Client are employees of Pioneer Quality Services Limited or approved and fully vetted sub-contractors working under the close supervision of Pioneer Quality Services Limited management. All such persons or organisations are required to comply with Pioneer Quality Services Limited Health and Safety protocols and training at all times.

4.2 Throughout the Agreement and for a period of not less than 12 months following termination of the Service, for whatever reason, the Client agrees not to employ, contact, or otherwise engage any Pioneer Quality Services Limited personnel, either directly or indirectly, or through a third party.

4.3 If clause 4.2 is breached, in addition to any other action available to Pioneer Quality Services Limited the Client shall pay Pioneer Quality Services Limited a fee equivalent to 12 months charges for the Services in compensation.

5. Liability

5.1 Pioneer Quality Services Limited shall not be liable for any loss, damage, expenses, costs or liability arising either directly or indirectly from the provision of the Services.

5.2 The Client shall be responsible for ensuring a safe environment in which Pioneer Quality Services Limited staff and its representatives can perform their duties (the Service).
The Client shall also be responsible for complying with all relevant Health and Safety legislation.

6. Appendix

6.1 Pioneer Quality Services Limited reserves the right to make changes to any part of these terms and conditions of contract, without giving prior notice. Please check our website at www.pioneerqs.uk for any updates.