

Quotation

A quote is a fixed price offer. Where the scope is uncertain, mark this as an estimate instead.

YOUR BUSINESS NAME AND ADDRESS

CLIENT NAME AND ADDRESS

SITE ADDRESS, IF DIFFERENT

QUOTE NUMBER

DATE

VALID UNTIL

PREPARED BY

PROPOSED START DATE

What the quote must state

- ☐ Whether this is a fixed quote or an estimate, in those words
- ☐ The exact scope: rooms, areas, frequency and hours
- ☐ What is explicitly not included
- ☐ The price, and whether it includes or excludes VAT
- ☐ How long the price is valid for
- ☐ Payment terms and method
- ☐ When the work would start and how long it takes
- ☐ Who supplies materials and equipment
- ☐ Access requirements: keys, alarm codes, parking
- ☐ Cancellation and rescheduling terms

Exclusions worth stating explicitly

Every one of these has been assumed by a client at some point. Say so and they become chargeable extras rather than arguments.

- ☐ External window cleaning
- ☐ Carpet and upholstery washing
- ☐ Clearance, decluttering or waste removal
- ☐ Moving heavy furniture or appliances
- ☐ Cleaning inside occupied wardrobes, drawers and cupboards
- ☐ Work at height beyond safe reach from the floor
- ☐ Biohazard, mould remediation or pest-related cleaning

- ☐ Garden, garage, loft or outbuilding areas
- ☐ Consumables such as toilet roll, soap and bin liners
- ☐ Repeat visits caused by the property not being ready

Before you send it

- ☐ The hours allowed have been sense-checked against a real estimate
- ☐ Travel time and mileage are covered in the price
- ☐ Materials and consumables are costed in
- ☐ The margin has been checked, not assumed
- ☐ A survey has been done, or the quote is marked as an estimate
- ☐ The validity period is short enough to protect you against cost changes
- ☐ The client knows what happens if the scope changes on the day

Quotation lines

SERVICE	DETAIL / FREQUENCY	HOURS	RATE	PRICE
Regular office clean	Mon-Fri, evenings, per week	10	£17.00	£170.00

Acceptance

Signature turns a quotation into a contract. Keep the signed copy.

	NAME	SIGNATURE	DATE
Client			
For the company			

A quote is a fixed price the client can accept, and once accepted it is binding. An estimate is an indication that can change. Use the right word: describing a fixed price as an estimate, or an estimate as a quote, causes most scope disputes.

Where a consumer signs at their home rather than at your premises, they generally have a statutory right to cancel within 14 days, and you must tell them so in writing.