

CUSTOMER GUIDANCE

These terms of service are designed to help our clients understanding the service they are purchasing. These terms clarify and describe our guarantee, exclusions, cancellations and potential problems we strive to avoid if at all possible. With your help, these issues can be averted to ensure a successful service to you in your home.

CLEANING-DAY HOME PREPARATION

Your price for cleaning is based on the cleaning technicians focusing all of their time and energy on cleaning, not routine housekeeping. We ask that you take a few minutes the night before a scheduled service to “pick up.” This will allow the cleaning technicians easy access to the areas/surfaces to be cleaned: floors, countertops, table tops, etc. and removing dirty dishes from kitchen sinks. If you’d like our cleaning technicians to do these tasks for you, please call us (in advance) so your cleaning fee can be adjusted for the additional “cleaning preparation” time.

SCHEDULED “ARRIVAL WINDOW” FOR CLEANINGS

When booking your service, we provide an estimated arrival window when the cleaning technicians will arrive at your home. If we are late, we will call or text your phone number.

ENTRY INTO RESIDENCES

Customers can choose from three entry options: be present during cleaning, provide a key box, or share a garage/front door code. If the customer chooses to remotely unlock and lock the entry door, the company is not responsible if the client can’t unlock or lock the door. The cleaning crew will wait 10 min max, and the cleaning visit will be canceled and 100% cleaning fee will be applied.

PRIVACY

To safeguard the well-being of our cleaners and to maintain your privacy, we kindly ask that you secure any confidential or potentially illegal documents and substances prior to your scheduled cleaning. This includes, but is not limited to, jewelry, valuable items, important personal documents, and illegal drugs. We



appreciate your cooperation in helping us create a safe and professional environment for everyone involved.

DUSTING

Our cleaning technicians take pride in dusting your home. Our tools and techniques allow us to remove most of your home's dust in a reasonable amount of time and effort.

Settling Dust: During the dusting process, some dust becomes airborne and will not settle until we have left. This is more common in first time cleanings, and it may take several visits before settling dust becomes minimized.

Dusting height limits: We are not able to dust items on shelves or hung on a wall that are higher than a cleaning technician can reach standing on a 2 step stepladder. We do use extension poles to high dust rooms but we will not high dust items that may tip over or hung on the wall because we are not able to hold it with one hand in order to secure it while we dust.

CLEANING TIME

We reinforce that we charge per job, not per hour. Our technicians are trained and have skills to clean in a shorter period of time, it does not mean, it costs less. Also, if you decide to give our team less work than agreed in the initial estimate, we will still charge the full amount unless discussed in advance.

We offer hourly work for very specific cases, which will be discussed during the estimate process and clearly outlined in the estimate.

CLEANING SUPPLIES

Please note that cleaning supplies should be provided by the customer. While our cleaners may occasionally use some of their own products, to ensure the proper products are used for your specific floors and furniture, we kindly ask that you supply the cleaning products of your preference.

PET SPECIAL CONSIDERATION AND INSTRUCTIONS

We work around pets every day, and we love them! However, if you have special concerns that fall outside the duties of cleaning, we will not be held responsible for



any damages or liability that result from your pets' actions. If your pet has ANY special requirements, we recommend boarding them for the day of the cleaning.

Additionally, for the safety of your pets and our cleaning technicians, please ensure that all pets are secured in a safe area during the cleaning. This helps prevent them from accidentally running out when doors are opened.

Also, our cleaning technicians cannot touch or pick up pet feces, including emptying or moving litter boxes.

RESCHEDULING OR CANCELLATIONS

We understand that unexpected changes can arise, and we do our best to accommodate rescheduling requests whenever possible. To help us manage our team's schedule efficiently, we kindly ask that any adjustments be requested at least 72 hours in advance. Please note our cancellation policy: cancellations made within 48 hours of the scheduled service will incur a 50% cleaning fee, and those made within 24 hours require full payment. For clients on a recurring cleaning schedule, date changes are not guaranteed due to limited availability. To avoid any disruption, we recommend providing a key or access code so service can continue as planned. Emergency cases will be handled individually.

Permanent Service Cancellation: As a courtesy, in case of service area limitations or relocation, both the company and the customer agree to a 30-day notice before permanently terminating services.

SATISFACTION GUARANTEE

We pride ourselves on providing superior service and offer a complimentary re-cleaning if you are not satisfied. Please contact us within 24 hours after the cleaning to arrange this service.

BUSINESS HOURS

We are available from 7am to 7pm EST, Monday through Friday. If you contact us after hours, please leave a detailed message and we will respond the next business day. Current clients with last-minute requests after hours will receive our best efforts. If we can't fulfill it immediately, we will prioritize it on the next cleaning visit.

We are closed on the following holidays: New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.



SERVICE LIMITATIONS

Please note that we do not provide the following services as part of our check list cleaning: ironing, cleaning tall ceiling chandeliers, animal waste removal, hazardous waste removal, and cleaning the exterior of glass balcony railings.

EXTRAS SERVICES

These are considered extra services: laundry, oven cleaning, refrigerator or freezer cleaning, wall washing, dishwashing (loading, unloading, or hand-washing), pre-cleaning organization, interior window cleaning, and sliding glass door cleaning.

If you would like to add any of these tasks to your upcoming appointment, please contact us in advance so we can check if we have enough time available (as our team typically handles more than one home per day) and confirm the additional cost.

PAYMENTS:

Payment for cleaning services must be made in full after each visit and your debit/credit card must be saved in our system. This way, we'll streamline our billing and you don't have to track invoices, you'll receive the receipt. Isn't that a great idea?

First-time and one-time cleanings visits require a deposit of 50% of the estimated amount, and if canceled within less than 48 hours, the deposit is not refundable.

We also accept Zelle, but it's mandatory to keep a card on file.

PRICE INCREASES

We reserve the right to adjust customer rates and will notify you before any price changes are implemented.

NON-SOLICITATION OF OUR EMPLOYEES

When entering into an agreement for services with our business, you agree not to solicit for hire any staff member introduced to you by us for any home-related services. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our cleaners. Violation of this clause incurs a \$2,500 fee and immediate contract termination.



DIGITAL MEDIA

We may take photos or videos before and after cleaning specific areas (e.g., stove, refrigerator, kitchen counter, shower, toilet) for reference, training purposes, and to showcase our work on our social media platforms.

We are committed to protecting your privacy and will take every precaution to ensure no identifiable details of your home are shared. This includes avoiding client photos, family portraits, personal items, names, addresses, or anything that could reveal the identity or location of the household. We will never disclose any images without your consent and always aim to highlight only the cleaning results in a respectful and professional manner.

INSURANCE AND LIABILITY

Our company is fully insured. In the event of any damage or injury, please notify us immediately so we can address and resolve the situation appropriately.

By using our services, you affirm that you have read, understood, and agreed to the above Terms and Conditions. You accept to be legally bound by either physical or electronic signature.

